

Customer Promise



This Promise has been designed to ensure that all our customers receive a service that is efficient, effective, fair and responsive. All Newark and Sherwood Homes staff have a responsibility to ensure that the services provided to our customers meet the highest possible standards at all times, and to recognise that some customers may, on occasions, require special or more sensitive services.

Under the Customer Promise YOU CAN EXPECT:

- To be treated politely, courteously and with sensitivity, tact, diplomacy and respect;
- Us to answer the telephone by identifying ourselves and seek to resolve your enquiry without the need to transfer your call;
- Us to answer 90% of phone calls within 5 rings, with all calls answered within 10 rings;
- All reception areas to be clean and comfortable with a variety of relevant and up to date leaflets on the housing services available;
- All staff and contractors to carry and show identification;
- To have access to staff with 'signing' skills for customers with hearing difficulties and operate a minicom service on **01636 655960**;
- To have access to interpreters if English is not your first language;
- To have trained staff to deal with your enquiries efficiently;
- Us to respond to all letters and written enquiries, including fax and emails within five working days;
- Us to acknowledge all formal complaints within 3 working days and provide a full response within 10 working days;
- Us to acknowledge all emails;
- Us to provide a full response to emails within 10 working days;
- Us to respond to text messages within 24 hours or the next working day if the message is left over a weekend or bank holiday;
- Us to respond to voice mail messages within 24 hours or the next working day if the message is left over a weekend or bank holiday;
- When available, to use interview rooms if you wish to discuss your situation in private;
- Us to offer you an appointment within 5 working days if no one can see you immediately;
- Us to carry out all home visits within 5 working days of request;
- Staff to notify you as soon as possible if they are unable to attend appointments;
- Us to provide you with clear, written and timely information about your rights and responsibilities;
- Us to assist you in completing appropriate forms where necessary;
- That we will publicise our performance on targets we have set.
- Us to operate a 24-hour emergency service accessible via our main telephone number on **0845 258 5550**, Social Services or the Police;
- Us to operate a 24-hour 'Careline' service for elderly or vulnerable residents;
- Us to provide specialist housing advice on **0845 258 5550** or our local offices at Hawtonville and Ollerton or via the Council's office at Newark Town Hall **01636 655302**.
- That we will seek your views through surveys and by inviting you to public meetings;
- Us to be fair and impartial;
- Us to respect your confidentiality at all times;
- Us to not make promises we cannot keep.

If you wish to make any comment about the Customer Promise or our housing service, whether it is a complaint, compliment, comment or suggestion for improvement, please ask a member of staff for a '*Complaints Matter*' or '*Housing Matters*' form. Copies can also be obtained from Newark & Sherwood District Federation of Tenants and Residents Associations on 01636 684343. *Please remember*, our staff also have the right to be treated with respect whilst dealing with your enquiries.

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

本文件可以翻译为另一语文版本, 或制作成另一格式, 如有此需要, 或需要传译员的协助, 请与我们联系。

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.



(Polish)

(Mandarin)

(Portuguese)



Signing



The Big Word Translation Services



Audio Tape

To deliver excellent Housing Services

NEWARK AND SHERWOOD HOMES

0845 258 5550

www.nshomes.co.uk