



At your
service

আপনার সেবায়

為你服務

तमारी सेवांमि

Do uslug

آپ کی خدمت ميں

RESIDENT
APPROVED



CUSTOMER
SERVICE
EXCELLENCE

UK



The Government Standard



At your service

We want you to be happy with our service. You have helped us to develop our service standards by giving us your views. This is through ‘Your Views Count’ cards as well as compliments, comments and complaints, focus groups, satisfaction surveys, mystery shopping, residents groups, and project groups.

We also use these ways to check that we are meeting our standards.

Our ‘Your Views Count’ leaflet tells you how to let us know if you are happy with our service, make a comment, or how to complain if our service has fallen short of our standards.

General standards

These standards apply to all our services. Please see our other leaflets for standards that apply to individual services.

We will:

- train our staff in customer care and require them to achieve Institute

- of Customer Service qualifications
- resolve 90% of your enquiries at the first point of contact
- deal with all your enquiries within target
- be courteous and friendly whenever we speak to you
- be neatly dressed
- carry and show you our ID badges at all times
- give our name whenever we communicate with you
- treat your enquiry strictly in confidence, unless
 - you agree we can pass it to others e.g. to help provide you with a service
 - the law requires us to give information, for example for the protection of vulnerable adults and children, or crime detection.



When you phone us

We will:

- aim to answer your call within 5 rings
- confirm you are through to Gloucester City Homes
- give you our name and ask you if we can help
- call within 1 working day if you ask us to call you back.

When you write to us

We will:

- reply within 5 working days.

When you send us an email or fax

We will:

- reply within 1 working day.

When you visit us at our office

We will:

- see you within 5 minutes of your arrival
- see you on time if you have made an appointment
- offer to see you in a private area if your enquiry is confidential.

On the outside of the office

We will:

- show our normal office opening hours
- show clear information on how to contact us in other ways
- normally advertise any change to our normal opening hours e.g. bank holidays, at least 5 working days ahead.

When we contact you

We will:

- give our name, job and reason for contacting you
- use plain language in a format you choose
- give you clear contact information for you to reply to us.

When we visit you

We will:

- make and keep an appointment with you
- tell you in good time if we can't keep the appointment
- show you our identity card and encourage you to check that it's valid if you're not sure

- leave a calling card with our name and contact number if you're out.

In return we ask

That you:

- are polite when you speak to us
- don't use foul or abusive language
- are patient with us at very busy times
- give us information to speed up your enquiry when we ask for it
- attend appointments on time, to avoid delaying other residents.

Thank you for your help and co-operation.

For more information please contact us. Or visit our website at www.gloscityhomes.co.uk or GCHTV on the Looking Local Service.

Contacting us

Customer Services Team, Railway House, Bruton Way,
Gloucester, GL1 1DG

Customer Services Line: 0800 408 2000 (freephone)
or 01452424344 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 833101 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu