

# Customer service standards



ক্রেতাদের পরিষেবা দেওয়ার মানদণ্ড

顧客服務標準

ਸ਼ਾਬਦਕ ਸੇਵਾਨਾਂ ਧੀਰਯੋ

کسٹمر سروس کا معیار

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Gloucester City  
Homes

www.gloscityhomes.co.uk

www.gloscityhomes.co.uk

The leaflet sets out the general customer service standards we have developed with the help of feedback from our tenants made through such sources as compliments, comments and complaints, focus groups, satisfaction surveys, feedback forms, mystery shopping, residents groups, and project groups.

## General customer service standards

We apply the following standards to all our services.

### **In general we will:**

- be trained in customer care and will be required to achieve Institute of Customer Service qualifications
- resolve 80% of your enquires at the first point of contact
- deal with all your requests, enquiries and concerns within our target timescales, which are detailed in our Tenant Handbook and on our website
- be courteous and friendly whenever we speak to you
- be neatly dressed
- carry and show you our name and photo-identification badges at all times
- give our name whenever we are communicating with you.

**In general we will:**

- treat your enquiry strictly in confidence, unless you agree we can pass it to others to help provide you with a service; or unless the law requires us to give information, for example for the protection of vulnerable adults and children or the detection of crime.

**When you telephone us, we will:**

- aim to answer all telephone calls within 5 rings
- confirm you have got through to Gloucester City Homes, give you our name and ask you if we can help you
- respond within 1 working day to requests for a telephone call back.

**When you write, email or fax us, we will:**

- respond to all letters within 5 working days
- respond to all emails and faxes within 1 working day.



### **When you visit us at our offices, we will:**

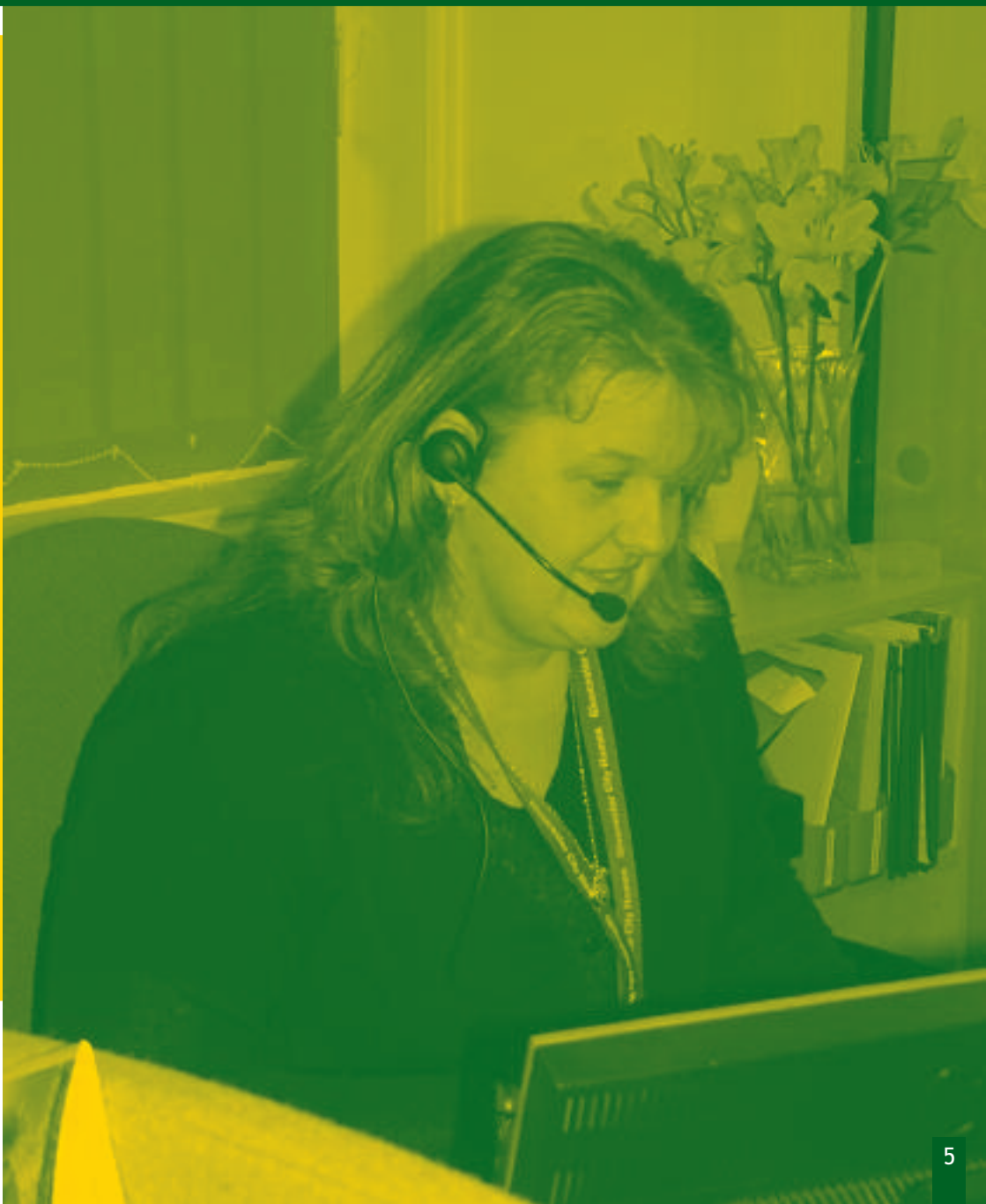
- see you at our reception desks within 5 minutes of your arrival
- see you on time if you have made an advance appointment
- offer you private interview facilities if your enquiry is confidential
- provide clear information on the outside of the building on how to contact us by other means, and show our normal office opening hours, for people who visit our offices outside normal working hours
- when we are closing the office for special reasons such as bank holidays, normally put up notices advertising the changed opening times at least 5 working days before they take effect.

### **When we contact you, we will:**

- give our name, job and reason for contacting you
- use plain language in a format of your choosing
- 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 circumstances outside our control prevent us from keeping an appointment
- show you our identity card and encourage you to check that it is valid if you are not sure
- leave a calling card with our name and contact number if you are out.



**In return we ask that you:**

- are polite when speaking to our staff
- do not use foul or abusive language
- be patient with us at very busy times
- provide information when we ask for it, which will speed up your inquiry
- attend appointments on time, to avoid delaying other customers.

Thank you for your help and co-operation.

## Aiming for excellence

**We also want to reassure you that we are providing nationally recognised excellent levels of service, so we will aim to:**

- achieve and retain a 3-star rating for our housing service with excellent prospects for improvement

Our inspector for this standard is the Housing Inspectorate which is part of the Audit Commission. (To find out more about the Housing Inspectorate see [www.audit-commission.gov.uk](http://www.audit-commission.gov.uk) or telephone 020 7828 1212.)

- be within the top 25% for performance and the lowest 25% for costs of social housing landlords in England.

Our current independent benchmarking partner is HouseMark, which will be able to compare our performance with other social landlords. (To find out more about HouseMark see [www.housemark.co.uk](http://www.housemark.co.uk) or telephone 024 7646 0500.)

- obtain ISO9001, the international standard for Quality Management.

Our current inspector for this standard is the British Standards Institution. (To find out more about the British Standards Institution see [www.bsi-global.com](http://www.bsi-global.com) or telephone 020 8996 9000.)

- obtain 'Investors in People' accreditation, the national standard for showing that our employees are continually being trained and developed to deliver excellent services to their customers.

Our current inspector for this standard is Business Link Gloucestershire. (To find out more about Business Link Gloucestershire see [www.glos.businesslink.co.uk](http://www.glos.businesslink.co.uk) or telephone 01242 863863.)

- obtain 'Professional Awards' in Customer Service.

Our inspector for this standard is the Institute of Customer Service. (To find out more about the institute see [www.instituteofcustomerservice.com](http://www.instituteofcustomerservice.com) or telephone 01206 571716.)

For further information in writing on any of these standards, please contact us.

# How to contact us

Customer Services Team  
Gloucester City Homes  
Atlantic Suite  
Southgate House  
Southgate Street  
Gloucester GL1 1UW

Customer Services Line: 0800 408 2000

Text: 0778 148 2656

Fax: 01452 396599

Minicom: 01452 396161

Email: [customer.services@gloscityhomes.co.uk](mailto:customer.services@gloscityhomes.co.uk)

[www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)



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

## Getting our information in another format

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 our Customer Services Team  
on 0800 408 2000.

কেন্দ্রগুলোর পরিষেবা দেওয়ায় মানদণ্ড

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের  
প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

顧客服務標準

本文件可以多種格式提供，例如大號字體、點字或語音。如有需要，請聯絡我們的  
熱線。如有任何查詢。

Chinese

આમાર સેવાનાં ધોરણો

જો તમને આ દસ્તાવેજ કોઈ ભાષા અથવા રૂબરૂમાં જોઈતો હોય, અથવા જો તમને કોઈ સહાયક સેવાની  
પ્રીકૃતિ હોય તો, કૃપા કરી અમારી સંપર્ક કરાવો.

Gujerati

گاہکوں کی خدمات

یہ دستاویز آپ کو آپ کی زبان یا دیگر شکل میں فراہم کیا جاسکتا ہے، اگر آپ کو ہمارے مضمون کی وضاحت کرنے یا اسے براہ راست سننے کی

Urdu

Regul y usł ug

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz  
usług tłumacza, skontaktuj się z nami.

Polish