



# Customer Service Standard

## Our commitment to you

We value every interaction we have with you. Our mission is to provide and maintain a high standard of specialised housing and support services for older and vulnerable people, delivered through a strong brand, service excellence and meaningful partnerships.

We will:

- make it quick and easy for you to speak to one of our team;
- listen, be knowledgeable, friendly and professional to help with your enquiry;
- treat you fairly and with respect;
- go the extra mile to help you, particularly if you require additional support, so that we can provide all our residents with a fair and equal service;
- provide relevant, accurate, up to date and easy to understand information about our services. This includes our responsibilities as your landlord and your rights as a tenant or leaseholder;
- respect your rights to privacy and confidentiality;
- ask for your preferred method of contact and find out if you have any particular needs or vulnerability that we need to take account of when contacting you; and
- ensure our team, and any sub-contractors we employ, show their identification when calling at your home.

## Contacting us

We will:

- acknowledge any email enquiry you make within 24 hours and reply to your enquiry within 3 working days where possible, and no later than 5 working days;
- respond to any telephone call you make within 1 working day, where possible, and no later than 3 working days; and
- acknowledge any letter we receive from you within 3 working days and send a full response within 10 working days.

We will tell you if it is going to take longer than the above times to reply to your enquiry.

## Resident Involvement

We actively promote the opportunity for you to become involved in what we do and we welcome your views.

We will:

- let you know about any events we are planning at your scheme;
- seek feedback from you on the range and quality of services we provide;
- give you opportunity to voice your ideas, concerns or opinions about the services we provide to you;
- provide regular feedback to you after engagement events to keep you up to date with how your involvement has impacted on our services; and
- send you our 'LACE Matters' newsletter updating you on our work.

## Complaints and compliments

We acknowledge that sometimes things go wrong, or our performance, or services will not meet your expectations. We welcome feedback and will take the opportunity to put things right and improve our services. Your feedback will help us to learn from our mistakes and continually improve the service we provide to you and our customers. Please see our separate complaint factsheet that sets out how we will respond to complaints and the role of the Housing Ombudsman.

Equally we are always happy to hear from you if you are ever impressed with the service you receive from us. We share compliments with our team as these provide a great boost and contribute to job satisfaction.