

We want to deliver customer services that our staff and residents can be proud of. We've all worked together to agree these service standards so that you know what you can expect when you contact us.

Our staff will be polite and introduce themselves when they greet you. Our office will be accessible, welcoming and we can arrange a visit to your home at a time to suit you if needed.

Letters and emails will be acknowledged within one working day and you'll receive a full response within eight working days.

You'll be seen within ten minutes of your appointment time at our office. We'll see you within 15 minutes if you don't have an appointment or make an appointment for you to come back later.

Phones will be answered promptly and we'll take individual responsibility for dealing with your query. We'll respond to your messages within one working day or provide a voice message so you know when we'll be back.

You'll be given emergency contact details when our office is closed; all phone calls might be recorded to improve the services we provide.

We'll provide a phone and computer in our office for you to access key employment and housing websites and a private meeting space.

Our staff will be clear about what we can do and honest about what we can't do.

We'll give you information in the way that best suits you, and in another language if needed.

We'll wear name so you know who we are and leave our name and job title if we leave you a message on your phone.

To protect your information, we'll ask you security questions to confirm your identity when we speak to you.

We'll use our 'more than' approach to support you to sustain your tenancy. We will also help you with any aspirations you have towards finding work, training as well as volunteering to make a positive contribution to your community.