

Customer Service Standards

- We will promote and continually develop ways you can access our services online.
- We will aim to respond to written communication within 10 working days. Where a full response cannot be given an acknowledgement will be sent within five working days.
- We will aim to respond to emails and website form submissions within two working days. Where a full response cannot be given, an acknowledgement will be sent advising you of the main point of contact for your enquiry.
- We will respond to all telephone enquiries within two working days or by an agreed timescale with you.
- Access to our core services is between 8:30am to 5.00pm Monday to Friday. We will advertise any changes to these times on our website, in our offices and on the call waiting message two weeks in advance of the changes; with exception to any emergencies.
- When our contact centres are closed an out of hour's message will be provided.
- Our staff will be polite and courteous at all times.
- We will provide you with a named contact for any issues you report to us
- We will give an appropriate greeting when answering the phone and tell you who you are speaking to.
- We will arrange for a translation if you need one.
- We will ensure that voice mail and out of office email responses are up to date.

When visiting our customers:

- Our staff will always wear identification and proactively present this to you when visiting your home.
- We will call at your home at a reasonable time (between 8am to 4.30pm) unless we have arranged a specific appointment with you.
- We will let you know if we are unable to keep to an appointment with you, and arrange an alternative appointment as soon as possible.
- We will give you the opportunity to see a member of staff who is the same sex as you if you ask.

What you can do to help us:

- Be polite when speaking to us
- Do not use threatening or abusive behaviour
- Read the information we send you
- Let us know if you change your phone number, email address or if your circumstances change
- Keep appointments you make with us or tell us in good time if you can't
- Give us feedback – good or bad so we can improve our services

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- Get in touch if you want to be more involved
- Take care of your home and garden and let us know when repairs are needed
- Give us access to your home to carry out repairs or safety checks
- Behave in a considerate way to your neighbours
- Pay your rent and other charges on time.