

## **THE HOUSING SERVICE CUSTOMER CARE STANDARDS**

When we or our contractors are delivering services to you we will:

- Give you the name of the person who is speaking or writing to you
- Keep our appointments with you or let you know that we are not able to come and rearrange it
- Have an easy to access complaints system
- Let you know what's happened after you've made a complaint
- Apologise if we get it wrong
- Comply with the Council's Customer Care Standards
- Be courteous and polite
- Ask tenants and other customers about services and use your views to help us to improve them
- Ensure that our policies are fair and equitable
- Provide services that are accessible to all
- Respond flexibly if you have special communication needs
- Make sure our information is clear and easy to read
- Arrange for a private interview room when we ask to see you at one of our offices

When we or our contractors visit you at home we will:

- Always show an identification card when we visit you at home
- Remember it is your home and treat it as such
- Allow enough time for you to come to the door especially if we know you have difficulties with mobility
- Never smoke in your home

We expect you to:

- Be courteous and polite when you speak to us
- Allow access to your home when requested to do so
- Let us know if you cannot keep an appointment with us
- Not smoke in your home during our visit