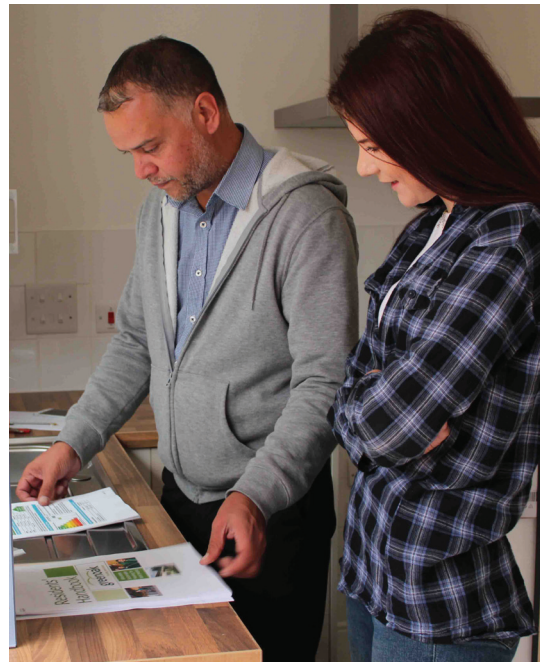


Customer Service Commitments

Customer contact

- **Our staff** will always be courteous and professional and aim to deal with your enquiry to your complete satisfaction
- **Office opening times** are from 8.30am – 4.30pm: Monday to Friday. You can contact us by telephone, letter, email, via our website or in person at our office (full contact details are set out below)
- **Out-of-hours** emergency repairs service is available after 4.30pm and at weekends
- **Letters and emails** will be acknowledged in 2 days. We aim to provide a full reply within one week
- **Telephone calls** will be answered within 30 seconds and missed calls returned within 24 hours
- **Visiting our office:** We will see you within 5 minutes of arrival and you will be offered a private meeting room, if appropriate
- **Visiting your home:** We will arrive on time, show ID and let you know if we are likely to be late
- **Settling-in visit:** We will visit all new tenants within 6 weeks of someone moving in to their new home to check that everything is OK and help with any issues that may be raised
- **Diverse needs of customers:** We will provide full and fair access to services for all customers and will provide information in formats which meet your known communication requirements
- **Customer complaints:** We will fully investigate any concerns raised about services in line with our complaints policy



Resident engagement: We will

- **Seek your views:** We will consult with you via surveys, meetings, letters and estate walkabouts before making changes to the services you receive. We will fully consider your feedback before making a final decision
- **Keep you informed:** We will always let you know the outcome of any consultation, our reasons for reaching a decision and of any implications this may have for your service charge
- **Share information:** We will regularly publish news about our services in our newsletter for residents. We will also provide information on our website, www.greenoakha.org

