

Customer Care

Service standard



We will treat you fairly and equally with respect to ensure that you feel valued whether you are a tenant, leaseholder, stakeholder or a member of the public.

This Customer Care Standard sets out what you can expect from us and what we can expect from you.

When you contact us by telephone we will:

- answer your call in four rings or less with a greeting that includes the name of the company and the name of the person answering the call
- tell you the name of the person you are being redirected to if your call cannot be handled by the person who answered
- offer to take a message or voice mail message if the person you need to speak to is not available – and make sure they ring you back within 48 hours if they are not on holiday
- work with other organisations to help you get an answer if we are unable to fully resolve your query
- offer an interpreting service if English is not your first language

When we visit you in your home we will:

- make and keep an appointment with you and if you request it this will be with someone of the same gender, and where possible someone of the same ethnic background
- carry proof of identity and be respectful to you and your home
- take minutes or file notes of the visit so that we can both have an accurate record of what was discussed and any action that was agreed
- leave a calling card if you are not at home, giving details of why we visited you and who you should contact to re-arrange the appointment

When you visit one of our offices we will:

- keep the reception area clean and tidy and display relevant and up to date information
- offer you a private interview if you request one
- aim to keep you waiting for no longer than five minutes, and explain why if you have to wait for longer

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- make sure the office is easily accessible
- provide induction loops, arrange sign language facilities, interpreters or translation services if you require them. These may not be available immediately, so we may have to make an appointment at a later date

When you contact us by letter or e-mail we will:

- reply to you within 3 working days. If we cannot respond fully in that time, we will tell you who is dealing with your enquiry and when you can expect a full response
- reply to you using plain English (or other language if you do not understand English) and in a format of your choice (for example large print)
- keep a record of how you would like us to respond to you, either in person, by telephone, or in writing

When dealing with your emails, text or other electronic communications, we will:

- provide an acknowledgement within 48 hours
- give you details of who is dealing with your enquiry
- respond to your enquiry within five working days

If you wish to compliment, comment or complain about us we will:

- advertise clearly how you may do so and make it easy for you to compliment, comment or complain in person, by letter, e-mail or by telephone. If you wish to complain you can also ask a representative to make a complaint on your behalf.
- acknowledge your compliment or comment and aim to respond to your complaint within ten working days. If we cannot respond fully in that time, we will acknowledge your complaint and tell you who is dealing with it and when you can expect a full response.

And finally, when we engage with you:

Your entitlement to be treated according to this Customer Care Service Standard will be restricted or withdrawn if you are or become violent or aggressive, if you are persistently rude, threatening or abusive, or if you use racist, sexist or homophobic remarks.

Threats made against Tuntum Housing Association staff will be reported to the Police and legal action taken if necessary.