

APPENDIX 11
CUSTOMER CARE STANDARDS FOR COMMUNICATION

The following response times will be met when responding to **all external customers**. A customer is anyone who contacts us to request information, tenant, Applicant, owner etc This will exclude times that are set within other procedures such as response times for repairs, allocations, arrears, complaints etc.

Guidelines on Responding

- Irrespective of the medium used for correspondence for the acknowledgment the quickest form of response should be used. If possible this should be by telephone or email in the first instance.
- If there is no tel number or email respond within 5 working days via letter. If it is a complex case or if further information is required acknowledge the contact with 1 working day and request further information or set a response date of 10 working days.
- If you are not going to meet these timescales advise the enquirer at the acknowledgment stage and state when you will respond by.
- Out of Office should be put on email bounces when there is planned leave with a named contact to deal with enquiries.
- Out of Office should be put on your direct line tel number when there is planned leave.
- If you are out of the office through unplanned leave ensure your line manager or other colleague is checking your voicemail at least daily to ensure these timescales are met. For the person picking up the enquiry contact the caller to advise when a likely response will be provided. This is likely to be when the person off sick returns or if on long term sick advise who will deal with enquiry and by when.
- Always use working days and advise customers based on this.
- The response date should be when they are likely to receive the response. Therefore if responding by letter and not email /phonecall ensure letter is posted in adequate time for the person to receive that mail by the due date.
- Always give customers an actual date or time when they should expect a response.
- These timescales do not apply to Complaints as they have set timescales.

correspondence	Acknowledge Response time From date/time of corres	Max Response Time – Standard Queries From date/time of corres	Max response time - Complex case or further information required
Phonecall/voicemail message	1 working day	5 working days	10 working days
Email/Text to email	1 working day	5 working days	10 working days
Letters	1 working day	5 working days	10 working days
Query via website	1 working day	5 working days	10 working days

Query re Facebook	Response twice daily	5 working days	10 working days
Enquiries at Reception	Immediately , in person	5 working days	10 working days
Request for a House Visit from a tenant	Arrange visit within 1 working day	3 working days	N/A