

Contacting us

Service Standard

Our advisors are here to help you. Our contact centre is open between 9am and 5pm to answer your questions. We have an out-of-hours service which is only for emergency repairs, after 5pm.

This standard explains what you can expect from all our staff and how the service is delivered.

Contacting us

We will:

- Provide a range of ways you can access services including by phone, online, face to face appointment in one of our offices or in your home.
- Respond initially using the same method and if we can't help you straight away we will acknowledge your request and let you know what happens next.
- When you call us, we aim to answer the phone within 60 seconds.
- If we have a high volume of calls we will let you know the time you will have to wait before your call is answered and publish information on our website about the best time to call.
- If you need specific help with your query it will be referred to one of our specialist teams who will keep you updated until your query has been dealt with.
- Whenever you speak to us, we will always ask you if everything has been to your satisfaction and whether there is anything else we can help you with.
- If you have a complaint, we will send out our complaints procedure within one working day. We will keep you updated as to the progress of your complaint according to our procedure and will ensure it is resolved within the stated timeframes.

Appointments

We will:

- Offer a range of appointments so that we can make an appointment at a time that is convenient for you.
- Where we have a mobile number on file. We will send a text when the job is scheduled and send a reminder text the day prior to your appointment.
- If we can't make the appointment for whatever reason, we will call you, explain and make an alternative arrangement at your convenience.
- If you need to cancel or change an appointment, we ask that you ring us at least one working day in advance.



Service Standard Targets

We will:

Actions		Target
1.	Answer all phone calls within	60 seconds
2.	Let you know how long you are likely to wait before your call is answered in	30 seconds
3.	Where we have a mobile number on file. We will send a text when the job is scheduled and send a reminder text the day prior to your appointment.	100%
4.	Ask if you are satisfied and if you require any other help after	every call
5.	Contact you if you are not happy with the completed work within	2 working days

Your responsibilities

To treat our staff with respect, all our calls are recorded for security, training and monitoring purposes.

- Deliver services which are designed to be accessible to all, as individuals with different needs. We will monitor these services to ensure we operate fairly and without discrimination.

How can you be sure that the Together Housing Group is meeting these standards of service?

We will:

- Regularly check service standard promises with tenant representatives and as part of our scrutiny function.
- Use our housing management performance system to check we are meeting the timescales.
- Monitor customer feedback including compliments, complaints and feedback from our survey text messages to check we are meeting our service standards.

Contact us

In the first instance, please visit our website **togetherhousing.co.uk** or call **0300 555 5560**

Our opening hours are 9am until 5pm Monday to Friday.