

Customer Service

We aim to provide a high level of service that you will appreciate. Our staff will be friendly and you will be treated with courtesy and respect.

These are our commitments to you.

We will:

- Help you find the services that can help you.
- Have up to date information in our reception areas.
- Provide a range of leaflets about our services.
- Have policies and standards for all the services we provide, and be open and honest about how well we carry them out.
- Provide opportunities for you to become involved in the way we work.

If you write, e-mail or fax us, we will:

- Reply within 5 working days. If we can't provide a full response, we will let you know who is dealing with your letter/e-mail/fax and when you can expect a reply.
- Use plain English, when we write to you.

If you telephone us, we will:

- Try to answer in 20 seconds, or give you the opportunity to leave a message.
- Give you the name of the person you are speaking to.
- Try to help you or take a message if the person you wish to speak to is not available.
- If you leave a message, we will try to get back to you by the next working day.

If you visit us, we will:

- Make sure that you are seen on time, if you have an appointment.
- Try to see you within 15 minutes, if you don't have an appointment.

- Arrange a private interview if you would prefer.
- Provide a 'Free Phone' link to other agencies.
- Ensure all employees wear a name badge.
- Keep our reception areas clean and tidy.

If we visit you, we will:

- Show identification.
- Behave professionally at all times.
- Normally make appointments for home visits.
- Contact you as soon as we can, if we are unable to keep an appointment and rearrange it.

If we get anything wrong, we will:

- Apologise.
- Try to put it right as soon as possible.
- Keep you informed at all times.
- Aim to learn from our mistakes.

Equal opportunities. We will:

- Treat all customers fairly and according to their needs.
- Make sure our offices are accessible to disabled people.
- Provide a hearing loop system in our offices for people with hearing difficulties.
- Provide an interpretation service, if required.
- Provide the same standard of service, wherever you live.
- Allow you to see any personal information that we hold about you.

You can help us by:

- Being punctual for any pre-arranged appointments.
- Informing us if you are unable to keep an appointment.
- Treating our staff with courtesy.

If you, or someone you know, would like this leaflet in another format, for example in large print, on audio CD, in Braille, or in another language, please ask a member of staff.

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