

## **Service Standards - Customer Care**



### **Tai Ceredigion's mission statement**

"to be a first class bilingual landlord and employer that puts tenants first, provides quality homes and benefits communities and the local economy".

### **Standard**

#### **General contact:**

**At Tai Ceredigion we are committed to providing high quality services to all our customers and therefore we will:**

- be polite, friendly, courteous and treat your enquiry with sensitivity, tact, diplomacy and respect at all times.
- have a sympathetic, non-judgemental and understanding attitude.
- be fair and impartial and not make promises we can't keep.
- provide a bilingual service and provide translation services as necessary.
- explain information or documents to you e.g. Tenancy agreement and help you complete relevant forms.
- provide information in formats to meet your needs e.g. large print or Braille in accordance with our Equal Opportunities policy.
- respect your confidentiality.

#### **When you write to us we will:**

- deal with your enquiry and aim to respond to you within 10 working days.
- reply to you in the same language (Welsh/English) as your original correspondence.
- ensure all correspondence show's the writer's name, job title and contact details.
- present all written responses clearly using jargon free plain language.

#### **When you telephone us we will:**

- aim to answer your call within 30 seconds.
- answer your call bilingually and give you our name.
- aim to deal with your enquiry and if possible transfer you to the relevant department, if however they are unavailable, we will take a message.

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- ensure staff from relevant departments state their names when your call is transferred from Customer services.
- provide out of hours service for maintenance emergencies and ensure staff or contractors are available to deal with these.

### **What you can do to help:**

- give your name, address and contact details when calling.
- have details of relevant information or recent Tai Ceredigion correspondence at hand e.g. rent account number, details of repair etc.
- respect our staff and refrain from using bad language or aggressive behaviour.

### **When we visit you we will:**

- whenever possible, make an appointment and contact you as soon as possible if we are unable to keep an appointment.
- ensure that all staff and contractors working for Tai Ceredigion introduce themselves, explain the reason for the visit and show a photo ID card at all times.
- ensure that all our staff and contractors working for Tai Ceredigion comply with the code of conduct when working in tenants' homes. This code of conduct is available to you upon request.
- Leave a calling card if you are not in.

### **When you visit us we will:**

- aim to deal with your enquiry efficiently wherever possible, if however we are unable to do this, we will ask the relevant member of staff to contact you.

### **Equal Opportunities:**

In line with Tai Ceredigion's Equal Opportunity statement we will ensure that all members of the public, irrespective of ethnic back ground, religion, gender, age, sexual orientation are treated in the same way and have equal access to the services provided by Tai Ceredigion.

**Please contact us if you require a copy of our Comments, Compliments and Complaints Service Standard on 0345 606 7654  
or email: [post@taiceredigion.cymru](mailto:post@taiceredigion.cymru)**

These Standards will be reviewed regularly, at least every three years

