

Customer Service and Choice

These Service Standards set out the service you can expect from us regarding customer service and choice.

In order to ensure that we are providing an excellent customer service, we promise to keep to our Customer Charter. This sets out the way we will conduct all our dealings with customers.

KHT Customer Charter

We will:

- * *respond to all your queries in a timely manner*
- * *give you the opportunity to make an appointment and the time to discuss your query properly*
- * *treat you with courtesy and respect and treat you fairly*
- * *give you information in a way that you can understand it*
- * *make our offices easily accessible for those with disabilities and our services available when you want them*
- * *listen to your complaints and suggestions and provide you with an easy way to let us know what they are*
- * *provide opportunities for you to share your views with us and use your opinions to help shape our service*
- * *ensure that our staff are polite, courteous and welcoming and wear a name badge prominently*
- * *keep appointments that we have made or let you know in advance if we need to rearrange*
- * *give you clear, accurate and honest information*
- * *provide safe services and maintain safe properties and offices to prevent injuries or ill health to you and those that live with you.*

The Customer Charter is supported by a number of service standards which detail the standard of service you can expect.

Service standards

We will:

- * *acknowledge receipt of all complaints by letter within three working days or make telephone contact with you within five working days, and respond to all complaints within 10 working days*
 - * * *provide a 24-hour emergency repair service every day of the year*
 - * *answer your call within 30 seconds.*
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When you contact us by letter, we will:

- * *respond in plain language in a format to suit you*
 - * *respond within five working days.*
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We will respond to a fax within five working days.

When you contact us by email, we will:

- * *respond within 24 hours*
 - * *use an automatic out of office message when we are not at our desks for more than one day*
 - * *ensure email addresses are publicised to our customers.*
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When you telephone us, we will:

- * *answer your call with a greeting and our name*
 - * *tell you who we are transferring your call to if we have to re-direct you*
 - * *offer to take a message if someone is not available who can help with your enquiry and ensure they ring you back*
 - * *offer an interpreting service through Language Line to customers who find it difficult to communicate in English.*
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If you contact our Contact Centre, we will:

- * *give you the opportunity – at busy times – to leave a message. (Our busy times are from 9am to 11am, and from 3.30pm to 6pm).*

When you visit our website, we will:

- * *ensure that it contains up to date information*
 - * *ensure it is user friendly and compliant with disability guidelines*
 - * *ensure it includes information on and opportunities to access online services and the teams who deliver them.*
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When we visit you, we will:

- * *make and keep an appointment with you where we can*
 - * *introduce ourselves to you when calling at your home and show an ID badge.*
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When you visit one of our offices, we will:

- * *display our opening times and out of hours emergency numbers*
- * *ensure that the reception area is clean and tidy and has relevant and up to date information on display*
- * *give you a private interview if you request one.*

This information forms part of the Tenant Involvement and Empowerment Regulatory Standard.