



# Customer Service Standards

Our promise to you



## Placing our customers at the centre of everything we do.

**At Newport City Homes, we feel passionately about putting customers at the centre of everything we do.**

Our Customer Service Standards set out our promise to you, our customers, on how we will provide services that put you at the heart.

It's really important to us that we listen to your experiences, learn and improve.

If you'd like to share your experience, we'd love to hear from you. You can contact us on:



**NCH App**



**[enquiries@newportcityhomes.com](mailto:enquiries@newportcityhomes.com)**



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# 1. We make it easy for you to contact us

**You will have a choice of different ways to contact us that are easy to access and responsive.**

## **How will we do this?**

We will make sure you can contact us in a number of ways, including:

- Online - through our website; using social media e.g Facebook, email, and web chat.
  - Face-to-face – you can visit our offices (by appointment only); speak with us when we're out in your community; or we can visit you at home.
  - Telephone
  - Letter
  - App
- We will be easy to access and responsive:
- We will publish our opening hours and keep these under review to make sure they meet customer needs.
  - We will offer flexible appointments outside our main opening hours.
  - We will provide a telephone service for emergency repairs outside of our opening times.
  - We will provide a comfortable and accessible reception area and offer private interview facilities.

## 2. We tailor service delivery according to need

**You will receive services and information in a way that is right for you.**

### **How will we do this?**

We will understand your needs and preferences for services and information:

- We will ask you for information that helps us to understand your individual needs and preferences.
- We will make sure this information is recorded securely across our systems.
- We will treat you as an individual and show an understanding of your needs, particularly if you require extra help or support to access our services.
- We will treat you fairly and with respect.
- We will not discriminate against anyone irrespective of sex, race, age, cultural belief, religion, sexual orientation, gender or disability.

We will respond sensitively and effectively to your needs:

- Wherever possible, we will communicate with you by your preferred method.
- We will ensure our reception is accessible to everyone (with prior appointment), particularly people with disabilities.
- We will arrange translation services if English is not your first language.
- We will provide large type, Braille or audio tapes upon request.
- We will improve our digital services but make sure we don't forget those who can't access the internet.

# 3. We publicise appropriate information and advice

**The information and advice we share will be accurate and relevant.**

## How will we do this?

We will publicise appropriate information in a suitable format.

Information we share will be available in a variety of formats and will be available on our website. We will provide paper copies if you wish.

Information can include:

- Leaflets
- Fact sheets
- Posters
- Standard letter
- Our policies

We will publicise information that is both accurate and easy to understand:

- We will use plain and clear language when we write or speak to you and make sure you understand the information or advice we've given you.
- We will make sure we have knowledgeable and well-trained colleagues to be able to give you accurate advice and information.
- We will keep all published information up-to-date, including our website.



## 4 ● We deliver excellent customer service

**You will receive high standards of customer service when you contact us.**

### **How will we do this?**

We will equip our colleagues with the right knowledge and information to deal with enquiries promptly and efficiently:

- We will do our best to resolve your enquiry the first time you tell us.
- We will offer an appointment with a specialist colleague for those enquiries that are more detailed or complex.
- We will let you know who is dealing with your enquiry and how long it will take us to resolve it.
- We will help you to identify the right external agency for

any enquiries we don't deal with ourselves.

We will equip our colleagues with the right skills to provide excellent customer service:

- We will introduce ourselves by name, wear name badges and provide proof of identity when visiting your home.
- We will respond to all enquiries in a polite, friendly and courteous manner.
- We will deliver customer services training to all customer facing colleagues every 3 years.

# 5. We actively listen and learn from feedback

**You can give feedback and share your experiences in a variety of ways. Your feedback will be used to influence and improve service delivery.**

## How will we do this?

We will actively seek views on our services and use feedback to make improvements to services:

- We will ask you whether our services meet your needs.
- We will involve you in setting and monitoring our Customer Service Standards.
- We will encourage you to be involved in reviewing our services and ask for your ideas and suggestions on how we can improve.
- We will operate a clear and simple complaints process and help you to make a complaint if you need to.
- We will apologise for any mistakes we have made and do all we can to put things right.
- We will ask for your feedback on how we handled your complaint once the complaint has been closed.



- We will use what you tell us to develop and improve our services.
  - We will publicise the improvements we've made as a result of your feedback
- We will do what we say we will do:
- If we arrange an appointment we will arrive on time or tell you if we are going to be unavoidably delayed.
  - If you are not in when we call, we will leave the name and phone number of who to contact.





## 6. Our code of conduct when working in your home

**This is what you can expect when our maintenance colleagues or our appointed contractors visit your home to undertake repairs.**

### How will we do this?

- **Clearly identifiable:** Our NCH colleagues will wear branded uniforms and display approved identification badges when they work in your home.
- **Clean and tidy appearance:** We will maintain a neat and presentable appearance, both personally and in terms of our vehicles.
- **Introduction and communication:** We will introduce ourselves and explain the purpose of our visit, ensuring that you are informed about the work we will be carrying out.
- **Professionalism and competence:** We will demonstrate professionalism and competency in our work, ensuring that tasks are completed to a high standard.
- **Respectful behaviour:** We will treat you and other members of your household with politeness, courtesy, and respect. We will consider religious or cultural sensitivities as long as they do not conflict with health and safety regulations.



- **Time keeping:** We will arrive punctually or keep you informed of any changes that we need to make by telephone.
- **Adult presence:** Work will only be undertaken when an adult aged 18 or over is present on the premises.
- **Protect your personal possessions:** We will take necessary precautions to protect your possessions while carrying out the work and ensure that your home is left secure upon completion. In certain cases where we need to move or work around your personal belongings, we may request you to sign a disclaimer.
- **Careful and tidy work:** We will work diligently, minimising inconvenience by being thorough, tidy and cleaning up after themselves.
- **Waste removal:** We will not leave any rubbish on-site, ensuring it is either disposed of in a safe manner or taken away.
- **Completion of work:** Whenever possible, all work will be completed on the same day. In cases where this is not feasible, we will make sure that the area is safe, inform you about the next steps, and provide contact information in case any issues arise.
- **Essential utilities:** We will not leave you without essential utilities such as water, sanitation, electricity, or gas overnight, except when it is necessary to ensure your safety.
- **Respect for your home:** we will refrain from smoking and/or vaping in your home and will not use radios or any other devices that play music without your permission. We will not charge mobile phones in your home without your consent.



- **Use of tools and possessions:** We will not use your tools, equipment, or other possessions without your explicit permission.
- **Respectful use of facilities:** We will not use your toilet, washing facilities, water supply, or electricity without your permission.
- **Responsible parking:** Our vehicles will be parked in a responsible manner, avoiding grass verges or inappropriate places.

In return, we ask you to:

- **Respectful treatment:** Treat our maintenance teams and contractors with respect, avoiding the use of abusive or insulting language or engaging in abusive or insulting behaviour.
- **Access and appointments:** Provide reasonable access during the agreed-upon time. If you are unable to make an appointment, please inform us as soon as possible so that we can allocate the time slot to someone else.
- **Clear workspace:** Ensure that our team has sufficient space to carry out their work by moving personal possessions to a safe location.
- **No smoking and/ or vaping:** Refrain from smoking and/ or vaping while work is being carried out.
- **Pet and child control:** Control your pets and move them to other areas as needed. Additionally, ensure that children's movements are supervised when work is in progress.



**These are our Customer Service Standards and they set out our promise to you, our customers.**

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