



Customer Service Standards

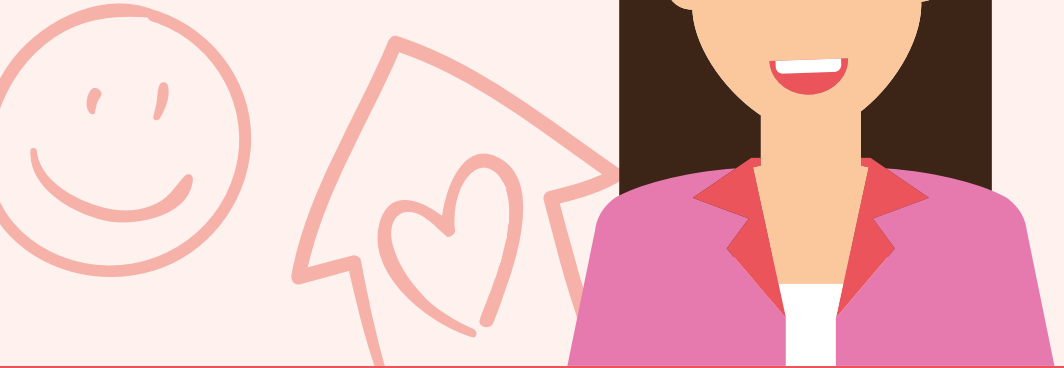
Our promise to you

Putting residents at the heart of what we do

At Newport City Homes, we feel passionately about putting residents at the heart of what we do.

Our Customer Service Standards set out our promise to you, our residents, 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:

✉ enquiries@newportcityhomes.com

☎ (01633) 381111

📘 facebook.com/NewportCityH

🐦 @NewportCityH

🌐 www.newportcityhomes.com

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.

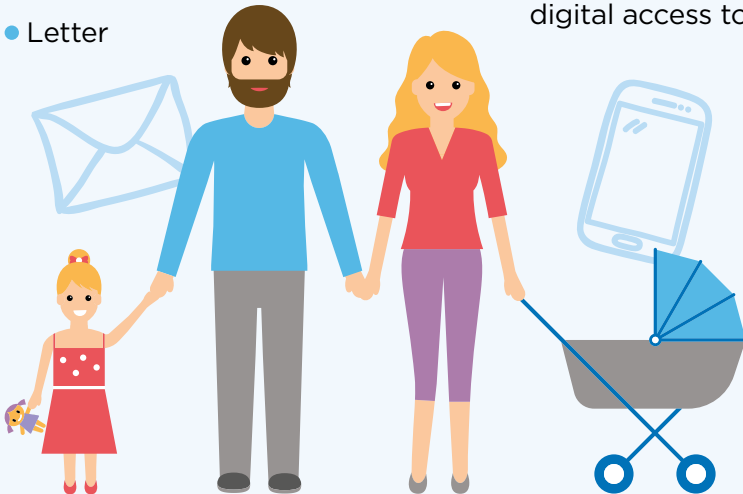
How will we do this?

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, web chat and Skype
- SMS texting
- Face-to-face
 - you can visit our offices; speak with us when we're out in your community; or we can visit you at home
- Telephone
- Letter

We will be easy to access and responsive:

- We will publish our opening hours and keep these under review to make sure they meet resident 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 are working towards providing round the clock digital access to services.



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, 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

- Bridge Brief – resident magazine

- 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 staff to be able to give you accurate advice and information.
- We will keep all published information up-to-date.



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 staff 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 member of staff 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 staff 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 provide a comfortable and accessible reception area and offer private interview facilities.



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:

- We take responsibility for enquiries at first contact and follow them through until they are resolved.
- 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.



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

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