



Customer Service Standards

Our customer vision and aims

Derby Homes is committed to improving and modernising and delivering good customer service.

We have set clear, meaningful service standards in consultation with our tenants and leaseholders.

By working in partnership with Derby City Council and other partners we aim to provide an enhanced customer experience through better access to services, greater choice and flexibility for customers.

Our passion is delivering high quality customer services so we aim to:

- Be helpful, polite and accessible, identifying and addressing specific needs sensitively and fairly
- Respect privacy and confidentiality
- Deal with enquiries promptly and give timely information that is accurate, comprehensive and complete
- Actively encourage and welcome customer feedback

To support these we will:

- Display our opening times and out of hours contact details
- Ensure our online services can easily be found on our website
- Make more of our services available online
- Always try to resolve your enquiry at the first point of contact
- Deliver what we promise, dealing with any problems that arise and keep you informed of any delay
- Treat all matters fairly, sensitively and in confidence
- Put things right when they go wrong
- Maximise the use of email and SMS Text in our written correspondence, but use another method if it is your preference or a statutory requirement.
- Listen to you and understand how best to deal with your needs, learning from what you tell us
- Work to improve the information we have about our customers so that we can tailor services to individual needs
- Work with partner organisations to provide help and support to our vulnerable customers
- Provide face to face customer contact points and appointments
- Provide access to IT via community rooms and Housing Offices
- Provide a dedicated Income telephone line to discuss your rent account.
- Use feedback to shape the service we deliver

Customer Standards

In person – whether you visit Derby Homes offices, or we come to you. We will:

- Be accessible and visible, introducing ourselves by name and department
- Keep to agreed appointment times and if we have to cancel we will re-book a time that suits us both
- Where possible not visit customers unannounced.
- Provide a safe, tidy and clean environment to visit and use
- Provide a welcoming, polite and professional service

By phone – whether you call or text us we will:

- Answer calls efficiently during service opening hours
- Always answer the phone giving the appropriate corporate greeting
- Provide a welcoming, polite and professional service
- If we can't deal with your enquiry immediately, we'll take a message so that the right person can call you back
- Where voicemail is used, our messages will give helpful and current details and we will respond to your message by no later than the end of the next working day. (5pm)

In writing – whether you send an email or us an on line form, we will:

Respond to all written enquiries within 10 working days. This means either:

- A full response to your enquiry
- If we need to take longer to give a fuller response, we'll tell you why and what the next steps are
- Your emails or online form requests to our teams are automatically acknowledged providing information about next steps
- Write clearly and concisely, so that information is easy to read and understand
- Include a named contact person and phone numbers in our correspondence

By self-service – whether you go on line at 'My Account', or via Derby Homes Website, we will:

- Operate secure online services, where your personal data is safe
- Provide clear information about how to contact us in other ways, if you need support
- Acknowledge on line service requests within 1 working day
- Respond to on line enquiries within 2 working days

By Social Media – whether you keep in touch with us on Facebook or other sites Inc. Twitter etc., we will:

- Provide a range of social media accounts, giving real-time information to customers and provides additional ways for customers to engage with us

Exceptions to standard timescales

Although we have corporate Derby Homes Customer Service Standards, there are instances where specific processes, statutory timescales or additional standards will apply for particular service areas. For example:

- Freedom of Information requests

- Customer Feedback and Complaints
- MP and Councillor enquires
- Legal action

What we expect from our customers

- Explain the nature of your enquiry as clearly and briefly as possible
- Provide as much detail as possible in a timely manner
- Explain what outcome you wish to achieve
- Let us know if you no longer require a service, or wish to cancel an appointment we have previously made for you
- Inform us of any change in circumstances like your status, contact numbers and email address
- Tell us if we exceed your expectations or don't deliver a service to your satisfaction
- Treat us with courtesy, with respect and be polite

Document Control

Implementation date	
Author	
Equality impact assessment date	
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