

We worked with residents to produce these standards which show the level of customer care that we will provide.

They set out:

- our commitment to provide the best, fairest and most honest service we can;
- the customer service standards that you can expect from us;
- what we expect from you; and
- that we will treat you politely, courteously and respectfully and be ready to help you with your enquiry or problem.

We are fully committed to keeping the promises we make in these standards.

Maintenance and repairs enquiries

tel 01249 466100

Moving home

tel 01249 466180

Neighbourhood housing teams

North team

tel 01249 466130

(Wootton Bassett, Cricklade, Swindon, Calne and surrounding villages)

South Team

tel 01249 466140

(Chippenham, Corsham, Melksham, Bradford on Avon and surrounding villages)



Corporate member of
Plain English Campaign
Committed to clearer communication.

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Service standards leaflet

If you would like to have any part of this explained or translated, or in a different format such as in larger print, or on audio tape, please contact us on 01249 465465 to discuss your needs.

পরিষেবা মানদণ্ড পুস্তিকা

আপনি যদি এর কোন অংশের ব্যাখ্যা অথবা অনুবাদ চান, অথবা বড়ো ছাপার অক্ষর, অথবা অডিও টেপের মতো অন্য কোন ভাষ্যতে চান তাহলে আপনার প্রয়োজনীয়তা আলোচনা করার জন্যে অনুগ্রহ করে 01249 465465 নম্বর ফোনে আমাদের সঙ্গে যোগাযোগ করুন।

“服務標準”小葉

倘若您希望我們對該雜誌的任何部分給予解釋或提供翻譯，或以不同格式（如大字體或錄音帶）提供，請致電 01249 465465 聯絡我們，洽商您的需求。

“服务标准”小叶

如果您希望我们对该杂志的任何部分给予解释或提供翻译，或以不同格式（如大字体或录音带）提供，请致电 01249 465465 联系我们，洽商您的需求。

Ulotka usługi standardowe.

Jeśli wymagają Państwo wyjaśnienia jakiegoś fragmentu albo jego tłumaczenia, albo w innym formacie, takim jak duży druk, albo na kasecie audio, proszę się z nami skontaktować pod numerem telefonu 01249 465465, aby przedyskutować Państwa potrzeby.

Hizmet standartları broşürü.

Herhangi bir kısmının izah edilmesini veya tercüme edilmesini, ya da iri harfler veya ses bantı gibi başka bir formatta verilmesini isterseniz, lütfen ihtiyaçlarınızı konu mak için bu numaraya telefon edin: 01249 465465.



Methuen Park
Chippenham SN14 0GU
tel 01249 465465
enquiries@westlea.co.uk
www.westlea.co.uk

PART OF GREENSQUARE GROUP LIMITED



Our service standards



Our promise to you

 **business for neighbourhoods**

ISSUED: JANUARY 2010

Visiting the office

We will:

- provide a comfortable reception that is easily accessible for everyone;
- display useful, up to date information about our activities and events, other housing information, and office opening hours; and
- arrange an appointment for you.

Telephone and text messages

We will:

- aim to answer all calls within 5 rings and give our full names;
- ask you some questions to check that we are talking to the right person;
- aim to resolve your enquiry immediately or transfer your call promptly to the right person;
- respond to text messages within 2 working hours; and
- give you our direct phone numbers and email addresses on request.

You can:

- Ask us to call you back on a number of your choice.

Correspondence and email

We will:

- answer to letters and emails within five working days.
- provide the full name, job title, direct telephone number and email address of the person writing to you; and

- write to you in plain language.

You can:

- contact us if you are unhappy with our response.

Equality and diversity

We will:

- provide services that are equally accessible to all our customers and that are fair and free from discrimination;
- arrange for an interpreter to be available if you need one;
- try to provide information about our services in the best possible format for you, including large print, audio tape and other languages; and



- act fairly when we deal with you and treat your personal details with absolute confidentiality.

Visiting your home

We will:

- arrange all visits at a time that is convenient for both you and us. If you have requested a home visit, we will visit you within the next ten working days;
- let you know when we will do any repair work that you report to us;
- carry our official identity cards and show them on arrival. If you are unsure of anyone's identity, do not let them in. Phone our office immediately for advice on 01249 465465; and
- tell you as soon as possible if we are unable to attend an appointment and immediately offer you a new time.

Complaints, comments and suggestions

We will:

- welcome feedback and complaints. If you are not receiving the level of service we promise you, tell us immediately so we can put it right;
- aim to sort out complaints on the spot;
- take all customers' complaints seriously; and
- provide full details of the complaints procedure and help you to resolve the problem if we can not put it right straight away.

Checking our performance

We will:

- regularly review the complaints we receive to spot any particular problems with our service;
- constantly check how quickly and efficiently we answer to telephone calls, text messages, emails and letters;
- continually review how satisfied you are with our services and publish the results; and
- check how well we are meeting the promises we have made and tell you how we are doing in each issue of HOME magazine.

We expect you to:

- treat staff and contractors politely, and with courtesy and respect. We will not see anyone whose behaviour is offensive, abusive, threatening or violent;
- give us full details of any complaint or concern, provide us with information and explain how you would like it to be resolved;
- contact us if you do not understand any information we send to you;
- keep any appointment that you have made with us and tell us as soon as possible if you can't attend; and
- identify yourself and provide your name and address.