



SERVICE STANDARDS

Customer Service

We aim to offer excellent customer service to all our residents. This is an overview of the Customer Service Standards you can expect to receive when contacting us.

We will monitor and test our performance against these standards and report to residents annually on how well we do through our Annual Report.

Visiting our offices

We aim to make all our visitors feel welcome.

We aim to:

- Greet visitors promptly on their arrival
- Let you know as soon as possible if an appointment is pre-arranged and we are running late
- Greet and address all visitors respectfully and appropriately
- Refer the visitor to a relevant person (or offer to pass on their details) where necessary
- Inform visitors if there is a reason for any delay
- If your matter is sensitive, we will offer you a private room to keep the details confidential

We will try to meet your specific needs if you need an interpreter, translation of key documents, larger size print, Braille or audiotape. We have a hearing loop system in our offices if you are deaf or hard of hearing.

Telephoning us

We aim to offer a polite and professional telephone service.

We aim to:

- Answer calls as soon as possible with a welcome, stating our name and team
- Answer all voicemail messages in less than one day where the member of staff is in the office
- Pick up voicemails within one working day of return when a member of staff is out of the office
- Ensure voicemail answerphone messages are up to date and state an alternative contact if we are away for more than a day

Contact all Housing Service teams via the Switchboard: 020 7606 3030

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Emailing us

We aim to provide prompt and satisfactory responses to all emails received.

We aim to:

- Respond to all emails sent to our public email addresses within two working days - a public email address is a team email address such as resident.involvement@cityoflondon.gov.uk
- Provide a full response to all emails sent to an individual member of staff requesting information within five working days
- However, where a more complex request is received, we will reply with an acknowledgment email and respond fully within 10 working days
- Make sure all of our email messages contain the name and contact details of the member of staff it is from
- Make sure that all "out of office" email messages contain details of an alternative member of staff to contact if urgent, and a date for when the member of staff will be back to respond to the email

Writing to us

We aim to provide prompt and satisfactory responses to all written communication.

We aim to:

- Provide a full response to written requests for service or information within five working days. For complex requests we will reply with an acknowledgement letter within two days and respond fully within 10 working days
- Reply to you on headed paper, or use a corporate slip where appropriate
- Provide the name and contact details of the member of staff who is responding to your letter

Useful resources:

Housing webpages

www.cityoflondon.gov.uk/housing

Submit feedback or complaints

www.cityoflondon.gov.uk/housingfeedback

How to get involved

www.cityoflondon.gov.uk/residentinvolvement

Keep up to date

www.cityoflondon.gov.uk/housingcommunications

Housing policies

www.cityoflondon.gov.uk/housingpolicies

How we will monitor this standard:

- Monitor resident feedback including compliments, complaints and responses to our surveys to check we are meeting our service standards and learning from them
- Carry out spot checks to ensure we are fulfilling our aims to offer excellent customer service across our various services within the Housing Division
- We have also carried out an extensive programme of training for new and existing staff and will continue to develop and train our staff