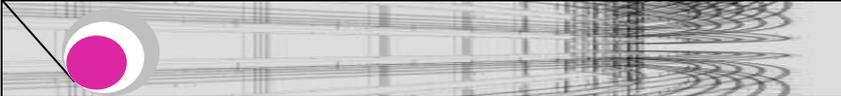


'Providing you with the home that you need.'	<b>Customer Care</b>	Control ID	TPP ID P 100052
		Effective Date	22 <sup>nd</sup> September 2009
		Revision Date	Annually
		Revision Number	1
		Approved By	<i>P. Woodcock</i>

**INTRODUCTION**

T.P Properties (TPP) is committed to providing a high quality housing service in a professional, efficient and effective way to all of its customers. Excellent partnership with all outside bodies and individuals is viewed as a key service requirement and strength. To ensure future retention of this corporate ideal the following policy has been defined to clearly outline the behaviours and attitudes that the Company expects.

**DEFINITION**

For the purposes of this policy, the term 'customers' includes tenants, leaseholders, licensees, prospective customers such as applicants for housing, external agencies, partners and any other persons or organisations wishing to access the Company's services.

**VALUES**

TPP believes that its Customer Care Policy should be based on the following values:

1. Treating customers with courtesy, honesty and respect.
2. Treating customers fairly on the basis of need and not ever discriminating on the basis of age, disability, gender (including transgender), race, sexual orientation, religion and beliefs, or financial exclusion.
3. Working in partnership with customers to provide the services they need.
4. Involving customers in decisions and providing enough information to ensure informed choice.
5. Ensuring customers feel able to complain about the standard of service they receive and are not victimised because they complain.

**REQUIREMENTS**

In order to provide the best possible customer care the Company views the following to be the main requirements of a successful customer-centred service:

1. Ensuring that customer focus is maintained through all Company operations.
2. All service users – whether a rent or service charge payer to the Company, or an entity that has other interests in the organisation – receives an efficient and satisfactory service.
3. Customer involvement must be central, including listening and consideration of this body's views regarding the provision of services and decisions made.
4. Having a clear understanding of customers' requirements and meeting these whenever feasible.
5. Providing clear and concise information.
6. Allowing ease of access to customers to the Company and individuals that they need contact with.

The Company will look to meet the above requirements in a variety of ways.

**REDRESS**

If a customer feels that any of the standards referred to in this policy and any associated documents have not been met, they can complain using the Complaints and Compliments Policy and Procedure.

**RESPONSIBILITY**

The Managing Director will be responsible for the successful implementation of this policy.

## **EMPLOYEES' RESPONSIBILITIES**

The Company will expect all employees to:

1. Be prompt, polite and helpful, dealing with customers fairly and impartially.
2. Aim to provide a high standard of service to customers wherever they reside or operate in the UK.
3. Aim to get queries right first time.
4. Have access to information and be willing to listen, giving their full attention to the customer.
5. Aim to respond effectively and sensitively to the feelings and needs of the customer, taking into account the needs of all the diverse groups of people served.
6. Carry official identity cards/name badges when required.
7. Treat tenants, other customers and each other with courtesy and respect at all times as discrimination will not be tolerated.
8. Deal with difficult customers with high standards of professionalism and fairness. Rudeness to customers is not acceptable in any circumstances.

## **TELEPHONE CALLS**

When operating either mobile telephones or landlines employees are expected to do so within the following parameters:

1. Telephone calls are to be answered as quickly as possible.
2. A corporate greeting will be used when answering any telephone call.
3. Where the individual requested is not available, the employee taking the call will either divert the caller to another person who can assist, or take details for the call so that the customer can be contacted by the required individual later.
4. If a delay is likely in processing the call, an offer to call the customer back will be made.
5. A standard message will be used when any telephone has been switched to the voicemail facility, and the employee will contact the customer soon on their return to duties if a message is left.
6. Current laws must be followed when using mobile telephones.

## **WRITTEN CORRESPONDENCE AND EMAILS**

All employees are expected to respond to written contact (whether digital or otherwise) in a timely manner. Should some delay occur the response must include the reason for such circumstances.

All correspondence must be clear and easy to understand, using plain language and avoiding jargon. It will tell the customer who is dealing with their enquiry and how to contact them.

Where possible correspondence from the Company will be translated into different languages on request, or be provided in large print, Braille or on audio means.

For incoming emails, the 'Out of Office' Assistant facility will be used with an appropriate message and alternative contact details if an employee is to be unavailable for more than one working day.

## **VISITORS TO OFFICES**

Anyone visiting a Company office should expect:

1. To be acknowledged on arrival and greeted by an identifiable member of staff.
2. To be seen swiftly if they have an appointment.
3. To be given a private space within which to talk if requested (subject to space use).
4. To be offered help to fill in forms if needed.

## **APPOINTMENTS**

Company appointments will be offered within the following framework:

1. All appointments with customers are to be mutually convenient.
2. Appointments with specific internal Company individuals will be granted on request.
3. If an appointment cannot be made or there is an unavoidable wait the customer will be notified as soon as possible and an apology given; suitable alternative arrangements are to be made where required.
4. Home visits are to be offered to customers if this is their preference or they are unable to attend office due to illness or disability.
5. Identification will always be shown to the customer on any home visit.
6. Calling cards are to be left on any 'no access' visits, giving details of who called and when and how to contact.

## **INTERVIEWS AND MEETINGS**

At all interviews with customers the Company will aim to offer the following:

1. Employees are to be well prepared, having relevant information and documentation.
2. Suitable venues are to be made available for all meetings or interviews with customers, ensuring that any discussions of a sensitive nature cannot be overheard.
3. Every effort will be made to accommodate requests for same sex interviews if this is the customer's preference and suitable employees are available.
4. Employees are to provide any reasonable assistance, including offering to contact other agencies and providing information on other options should they not be able to resolve a matter internally.
5. Where there are language difficulties a translation or interpreting service will be provided where possible.
6. Notes are to be taken and records kept with a written account of issues raised, as well as any recommendations made, any action to be taken and/or timescales agreed with the customer.

## **CONFIDENTIALITY**

It is a requirement that all interviews, correspondence and personal information concerning customers will be treated in the strictest confidence and in accordance with the Data Protection Act 1998, Freedom of Information Act 2002 and any other relevant legislation.

## **PERFORMANCE MEASURES AND MONITORING**

The Company has used and will continue to use a variety of options to inform its approach to customer care. Such methods will be defined by the Managing Director. Successful implementation of this policy will contribute to the Company's achievement of these priorities and will ensure that the best possible and efficient service is provided for its customers.