

Our service commitment





This leaflet tells you about the customer service standards you can expect when you contact us. They have been agreed by groups of customers and staff.

These standards are for everyone who contacts us. This could be tenants, leaseholders, colleagues working in Genesis or other members of the public.

Our values

At Genesis, we:

- put our customers first;
- work together and value everyone's contribution;
- treat people as individuals, with integrity and respect;
- focus on getting positive results;
- try new ways of doing things to get better at what we do; and
- use our resources efficiently.

Phone calls



We will:

- answer at least 80% of calls within 20 seconds of you making your selection in our contact centre;
- answer at least 90% of all other calls within four rings (16 seconds);
- give our name and our company or team name;
- greet you in a polite and pleasant way; and
- call you back if you ask us to.

For internal calls (calls from within the organisation) we will shorten our greeting so that it includes our name and is polite and pleasant.

Voice mail messages



We will:

- check voicemail messages throughout the day;
- update outgoing voicemail messages regularly stating if we are out of the office and when we will return;
- respond to messages within 24 hours, or, if we are out of the office, our message will say when we will return your call; and
- give another name and number to contact on the outgoing message.

Letters



We will:

- reply in full to all letters within 10 working days.

Texting



We will respond to text messages within 24 hours.

Emails



We will:

- acknowledge all emails within 24 hours;
- reply in full to all emails within 10 working days;
- include an email signature giving our name, job title, telephone number and address in all emails; and
- have an out-of-office automatic reply on emails when we are away for one working day or more, which will include details of another person to contact.

Our reception areas

These will be:

- accessible to callers;
- clean and tidy; and
- have a range of up-to-date leaflets available.

You will not have to wait more than 10 minutes to see someone without an appointment. This may be a colleague of the person you came to see.

We will have private interview rooms available.

For all contact

We will always aim to solve your query when you first contact us. If we need to speak to you again, we will tell you when we will call you back and we will do so as soon as possible. We will also tell you who will be dealing with your query and let you know if there is a delay.

We will provide up-to-date contact details on letters, in newsletters, and on our websites.

When we talk or write to you

We will be polite. We will provide information that is accurate, reliable, clear, and free of jargon. It will also be available in other languages or in other formats such as in Braille, in large print, on audio tape, or on CD on request. We will send out information with other mailings where possible to reduce unnecessary paper.



Complaints

If you contact us with a complaint we will follow our complaints procedure. You can find full details of the complaints procedure in your customer handbook, on the website and in local offices.

If you feel we have not met the standards set out in this leaflet and would like to make a complaint you can do so using the contact details below:

If you are a **PCHA** customer phone us on **020 8451 8000** or email **info@pcha.org.uk**

If you are a **Springboard Housing Association** customer phone us on **020 8475 0033** or email **info@springboardha.org.uk**

If you are a **Pathmeads Temporary Housing** customer phone us on **020 8900 4900** or email **tenantenquiries@pathmeads.org.uk**

All other **Genesis Housing Group** customers should phone us on **020 7563 0120** or email **info@ghg.org.uk**



We expect you to:

- be considerate to staff;
- be considerate to your neighbours, if you are a tenant or leaseholder;
- be polite and not discriminate against anyone; and
- let us know if you are not able to keep an appointment.

We will end phone calls and meetings politely if you use abusive or threatening language and behaviour.

Review and monitoring

We want to make sure that we keep to our standards. We will monitor them by using things such as; mystery shoppers (using other people who pretend to be customers to see if we are meeting our standards) and seeking feedback from our customers.

We will report our progress against service standards and take into account feedback about how we do things.

This document gives information about our customer service standards. If you need any part of this information in large print, Braille, on audio tape or explained in your own language, please contact us on the number below.

English

Ky dokument ju jep informacione në lidhje me shërbimin standard të klientëve tanë. Nëse ju duhet ndonjë pjesë e këtij informacioni në Braille, në CD, në kasetë ose të shpjegohet në gjuhën tuaj, ju lutemi kontaktoni në numrin poshtë.

Albanian

تمدك هذه الوثيقة بالمعلومات اللازمة عن مستويات الخدمة التي نقدمها لعملائنا. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই দস্তাবেজটি আমাদের গ্রাহক পরিষেবার মানদণ্ড সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

این نوشتار اطلاعاتی درباره استانداردهای خدمات رسائی به مشتریان ما در اختیار تان قرار می دهد. اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

Farsi

Ce document contient des informations sur notre service à la clientèle. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

Dokumentigan wuxuu ku saabsan yahay in shaqada annu qabaneynaa macmiisheena. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Bu belge müşteri hizmetleri standartlarımız konuları hakkında bilgi verir. Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

Turkish

020 7563 0120



CUSTOMER SERVICE EXCELLENCE



**INVESTORS
IN PEOPLE**

Genesis
Housing Group

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Building futures