

Service Commitment

2006 - 2008



If you need any part of this information in large print,
in Braille, on audio-tape or explained in your own
language please contact us on the number below.

020 8150 4112

www.ghg.org.uk



This leaflet tells you about our customer care standards. Customer care standards are levels of service you can expect when you contact us.

The customer care standards in this leaflet have been agreed by groups of customers and staff.

Who is this leaflet for?

This leaflet is for our customers. Customers are tenants, leaseholders, other members of the public, colleagues working in Genesis and anyone else who contacts us.

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.

“**Customer care standards** are levels of **service** you can expect”

Phone calls



We will:

- answer at least 90% of calls within four rings (16 seconds);
- give our name;
- give our company name or team name;
- greet you in a polite and pleasant way;
- call you back if you ask us to; and
- give you our direct number.

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

Messages



We will:

- check voicemail messages regularly throughout the day;
- update outgoing voicemail messages every day;
- respond to messages by the end of that working day, or, if we are out of the office, our message will say when we will return your call; and
- give another name or number (or both) to contact on the outgoing message.

Letters



We will:

- acknowledge all letters within two working days; and
- reply in full to all letters within 10 working days.

We will record all letters and keep a copy on a central file.

Texting



We will acknowledge text messages within two working days.

E-mails



We will:

- give you direct e-mail addresses;
- acknowledge all e-mails within two working days;
- reply in full to all e-mails within 10 working days; and
- have an out-of-office automatic reply on e-mails when away for one working day or more, which will include details of another person to contact.

We will record all e-mails we receive from people outside the organisation and keep a copy on a central file.

“ We will be **polite**. Our staff will be **trained** in **customer care** ”

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 call you back 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 customers

We will be polite. Our staff will be trained in customer care. 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 if needed. We will send out information with other mailings where possible to reduce unnecessary paper.



We expect you to:

- be considerate to staff;
- if you are a tenant or leaseholder, to be considerate to your neighbours;
- 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 politely if you use abusive or threatening language.



Review and monitoring

We want to make sure that we keep to our customer care standards set out in this leaflet. We will monitor our standards by:

- using ‘mystery shoppers’ (using other people who pretend to be customers to see if we are meeting our standards);
- checking letters and e-mails;
- phoning customers who have contacted us to find out if we met our standards; and
- checking our office records.

Managers will monitor their teams’ performance against these standards at team meetings.

We will report in newsletters, other publications and on our websites how we are performing against these standards.

We will review this service commitment again in 2008.

“**We want to make sure that we keep to our customer care standards**”

Suggestions for improving customer service

We always want to improve our customer service. If you have any suggestions on how we can do this, please send them to:

The Quality & Research Team, Capital House, 25 Chapel Street, London NW1 5DT.

Or, you can fill in the suggestion slips which are available at your local office.

You can also contact us by e-mail at puttingcustomersfirst@ghg.org.uk

or phone the Quality and Research Team on 020 8150 4112.



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English

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

Este documento proporciona-lhe informações sobre os padrões do nosso serviço de clientes. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portuguese

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

Arabic

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

Bengali

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

આ દસ્તાવેજ અમારા ગ્રાહક સેવાની ગુણવત્તા વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Este documento proporciona información sobre nuestras normas de atención al cliente. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

Telephone 020 8150 4112

