



aschamhomes

[www.aschamhomes.org.uk](http://www.aschamhomes.org.uk)

Service Standard

Customer care

## To enable you to contact us, we will:

- Provide an Emergency Repairs service 24 hours a day, 365 days a year
- Provide a contact centre 'Ascham Direct' on 020 8496 4197, which will be open from 8.00am to 8.00pm Monday to Friday
- Open our Willow House reception from 8.00am to 6.00pm on Mondays and 9.00am to 5.00pm Tuesday to Friday
- Open our Billericay office from 9.00am to 11.00am Tuesday and Thursday mornings
- Provide a comprehensive website with online reporting forms
- Provide email addresses for customers to contact staff

## When you contact us, we will:

- Answer the telephone within seven rings, telling you who we are and asking how we may help you
- Ensure that another staff member assists with your enquiry or takes a message if the member of staff you are calling is not available
- Get back to you the same day if you call before 1.00pm and by 1.00pm the following day if you call after 1.00pm
- Respond to your letters and emails within 10 calendar days
- Respond to formal complaints within 28 calendar days
- Keep you informed about the progress of any complaints you make

## When visiting your home, we will:

- Carry a photographic identity card with a contact telephone number for confirmation
- Treat you and your home with respect
- Offer appointments for home visits to vulnerable and elderly residents
- Contact you as soon as we can if we are unable to keep an appointment and rearrange it

## In carrying out our duties, we will:

- Treat all customers fairly and according to their needs
- Be polite and professional when dealing with your enquiry
- Seek your views and comments about improving your services
- Apologise if we make a mistake
- Aim to correct mistakes as soon as possible and aim to learn from our mistakes and advise you what actions we are taking to rectify the mistake