

# Customer Care Standard



## WHEN YOU CONTACT US YOU CAN EXPECT THE FOLLOWING SERVICE

### If you telephone us we will:

- Answer the telephone between 5 and 10 rings.
- Tell you the name of the person you are speaking to.
- Be polite, but we also expect you to speak politely to us.
- Put you through to the most suitable person available to deal with your query.
- If there is no one suitable available to deal with your query, take a message and arrange for you to receive a call back within 1 working day.
- Check all voicemail systems daily and contact you within 1 working day.

### If you write to us we will:

- Send an acknowledgement within 2 working days.
- Send you a full written response within 10 working days. If the reply requires further research, send a holding letter within 8 working days advising you of when you will receive a full response.
- Write in plain English.
- If English is not your first language, arrange for a translation as required.
- Have the name and contact number of the person dealing with your query printed clearly on the reply.
- Carry out any home visit requested by you within 10 working days.



## **WHEN YOU VISIT THE OFFICE WE WILL:**

- Provide suitable access for all.
- Have the Head Office open between 9.00 a.m. and 5.00 p.m. Monday to Friday.
- Ensure the reception area is clean and tidy.
- Be courteous and helpful.
- Ensure all staff wear identification badges with their name and photograph.
- Have a private room available for you to talk to us.
- Greet you when you arrive, or within 5 minutes if our receptionist is busy.
- Arrange for a member of staff to see you within 10 minutes if you do not have an appointment.

## **WHEN WE VISIT YOU IN YOUR HOME WE WILL:**

- Always wear identification.
- Call at a reasonable time of day (Monday - Friday, 9am - 5pm), unless we have arranged a specific appointment with you.
- Give advance warning if we are unable to keep an appointment with you and rearrange a convenient time as soon as possible. It is important that you inform us of changes to your contact details.
- Give you the opportunity to see a member of staff of the same sex, if required.
- Always confirm in writing any agreements/arrangements we have made.
- Be polite and respectful at all times.
- Be sensitive to the differing lifestyles of all residents.

## Diversity statement

This leaflet is also available in other formats, including large font, audio and other community languages. If you would like to receive one of these formats, please contact Jo Lambert on 020 8709 4300.

এই লিফলেট বাংলাতেও পাওয়া যাচ্ছে। একটি কপির জন্য ০২০ ৮৭০৯ ৪৩০০ নম্বরে ফোন করুন অথবা আপনার স্থানীয় অফিস থেকে একটি নিয়ে নিন। [Bengali]

Warqaddan waxaad ku helaya iyadoo ku turjuman afaf (luqado) kalo duwan. Haddii aad jeceshahay inaad ku hesho afkaaga, fadlan lasoo xidhiidh Jo Lambert oo laga helo 0208 709 4300. [Somali]

Ce prospectus est aussi disponible en d'autres langues. Si vous desiréz avoir une copie dans votrs langue, contactez Jo Lambert sur 020 8709 4300. [French]

Ta ulotka jest także dostępna w innych językach, używanych w gminie. Jeżeli chcesz otrzymać tę ulotkę w swoim języku, skontaktuj się z Jo Lambert pod numerem 020 8709 4300. [Polish]

Tờ thông tin này có sẵn bằng các ngôn ngữ cộng đồng khác nhau. Nếu quý vị muốn nhận một bản bằng ngôn ngữ của quý vị, xin vui lòng liên lạc Jo Lambert, ddiện thoại số 020 8709 4300. [Vietnamese]

我们还提供其他语言版本的说明书，如果您需要汉语版，请致电 020 8709 4300 联系乔·兰伯特。 [Chinese]

یہ کتابچہ کمیونٹی کی دوسری زبانوں میں بھی دستیاب ہے۔ اگر آپ اپنی زبان میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی جو لمبرٹ (Jo Lambert) سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



Awarded for excellence



INVESTOR IN PEOPLE



North River Alliance

Bethnal Green and Victoria Park Housing Association  
401 Mile End Road, London, E3 4PB.

Tel: 020 8709 4300 Fax: 020 8709 4400 Email: [enquiries@bgvpha.org.uk](mailto:enquiries@bgvpha.org.uk)

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

Please note that none of the contents of this document affect your rights as stated in the terms of your tenancy. The Customer Care Standard and 'What you can expect' - BGVPHA's Service Pledge provide you with information on the services we will deliver to you.

**BGVPHA wishes to thanks all the residents who contributed to the production of this document.**