# **Customer Service** Promise Providing a great service



Our service offer explains what you can expect from us. It applies to all our services and however you contact us.

### You can expect us to:

- Be accountable and look for solutions - taking ownership to find a way to help, and to signpost you to others who can help where we are not able to
- contact us to find out

**Keep you informed**- to avoid you having to

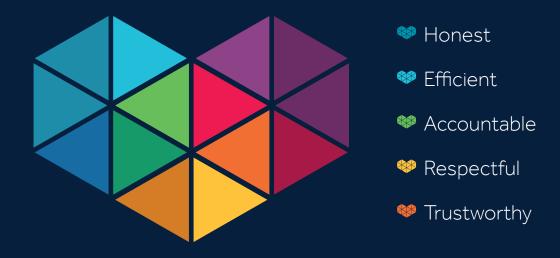
- Be respectful our colleagues are polite, patient, empathetic, courteous, helpful, and inclusive
- Listen and learn use your feedback and work with you to improve and put things right
- Do what we say and give a time when it will be done by

#### You can also expect us to:

- Always be committed to your safety
- Introduce ourselves and show identification when we meet you
- Be responsive to the diverse needs of people and communities
- Support if you need extra help, and signpost to other organisations who can help you if we're not able to
- Speak plain, jargon free language and help overcome language barriers
- Stay alert to safeguarding matters
- Offer online service, as well as contact methods like phone, email and web chat
- Protect your privacy and confidentiality
- Resolve your enquiry there and then where we Give you a voice to say how you feel about can, and as quickly as possible
  - services and work with you to improve

## Our vision and values are at the heart of Southern Housing and our Customer Service Promise.

When we deliver a service, you can expect us to be:



### You can help us to deliver a better service by:

- Giving us the right information on time
- Giving us access to carry out inspections and safety checks
- Giving us plenty of notice if you need to change your appointment
- Using our online services where you can do many things using our online services at a time to suit you

- Keeping us up to date with your correct contact information and communication preferences
- Keeping us up to date with any changes to your household or your circumstances
- Being respectful, courteous, and patient
- Keeping on top of your payments by using direct debit, online or via our automated payment line - it's quick, easy and stress free



### Tell us

We're always looking for ways to get better. Please give us your feedback about your service experiences so we can improve our service and put things right.

Visit our website: www.southernhousing.org.uk