

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

You can also expect us to:

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



-  Honest
-  Efficient
-  Accountable
-  Respectful
-  Trustworthy

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