

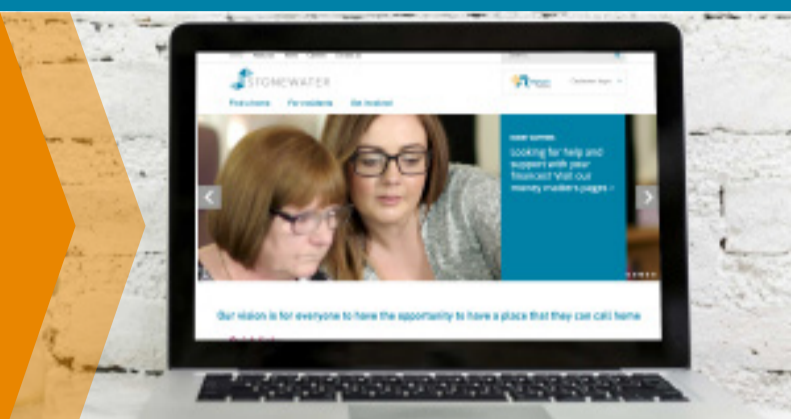
# Customer Commitments



We always aim to deliver a quality experience for our customers and are committed to our values in the delivery of our services.

Check out **MyHome** where you can find answers to most customer enquiries and access our services hassle free, 24/7 including:

- > Paying your rent
- > Checking your rent balance and statement
- > Booking a repair



## OUR COMMITMENTS

Whenever you contact us we aim to respond as quickly as we can and resolve your issue at that first contact.

Sometimes we won't be able to answer your query in full and will have to find out further information. When we do this we will always give you a reasonable timescale of when you will receive a full response.

## RESPONSE TIMES

When you contact us we aim to respond within the following timescales:

### Social Media

2 hours (during our office hours)



### E-mail

2 working days



### Letter

5 working days



## FURTHER PLEDGES



### Complaints

Where something has gone wrong and we haven't been able to put it right, you can make a formal complaint to us and we will:

- > Acknowledge your complaint within 2 working days from when the complaint is received.
- > Provide a formal response within 10 working days from when the complaint is received.
- > Accept where we get things wrong, put it right and learn from our mistakes.



### Repairs

When you request a repair we will:

- > Carry out all high priority repairs within 24 hours and make your home safe and secure.\*
- > For all other repairs we will offer you an appointment that is convenient to you.

\*For details of repairs categories, [click here](https://www.stonewater.org/for-residents/repairs-and-maintenance/repair-categories/)



### Safety

We want to make sure that customers and visitors to our properties are safe both now and in the future. To do this we will:

- > Comply with all our statutory repairing and health and safety obligations.
- > Continue to monitor and take any necessary action to ensure we comply with any proposed changes to safety guidance.
- > Assess and, where, relevant adopt best practice.
- > Make sure it is as easy as possible for you to raise issues and if not resolved, escalate building safety concerns.
- > Continually develop our in-house Risk Assessment Team.



### Home visits

When we visit you, we will:

- > Tell you as soon as possible if we are unable to make an appointment and offer you a new time.
- > Arrive on time for the appointment or contact you if we are held up.
- > Always show our identification.

### We'll also...

- > Respond to reports of serious Anti-Social Behaviour within 1 working day.
- > Set performance standards in other key service areas and monitor these.
- > Keep our website up to date with relevant and current information.
- > Continue to develop our online systems to make it as easy as possible for customers to access services digitally.
- > Provide an interpreter on request and translation when necessary.
- > Provide a range of opportunities to get involved in the delivery and monitoring of our services.

### In return...

Please:

- > Treat us with the same respect and courtesy that we show you.
- > Tell us when your circumstances, personal information or health issues change, so we can provide a service which meets your needs.

### Monitoring these standards



- > We will monitor how we are performing in terms of our customer commitments and will publish our performance on our website and via social media and customer forums.
- > We will monitor the customer service provided by our contractors and share this with them through regular review meetings.
- > We'll tell you how we're performing via our Customer Annual Review.

### Calling our Customer Contact Team

We will:

- > Provide a telephone service on **01202 319 119**: Mon-Fri 8am-8pm & Sat 9am-1pm.
- > Answer your call as quickly as we are able to.
- > If we have to pass your enquiry to another member of staff to respond fully, they will respond within 2 working days.

