



## **PRE- SALES CUSTOMER CARE STANDARDS**

### **Customer Care Policy**

ISHA aims to provide high quality services to applicants for our shared ownership homes and any agency or organisation that it comes into contact with in connection with our shared ownership programme. These standards are based on the customer care standards for all our activities, details of which can be found on our website.

ISHA will also ensure that these standards are adhered to internally to ensure that staff respond to one another efficiently and promptly. This in turn will ensure high levels of service to our customers.

The values that support ISHA's customer care standards are;

- Politeness
- Courtesy
- Respect
- Fairness

ISHA will;

Aim to get it right first time but if it goes wrong we will put it right and learn from our mistakes

Strive to provide an accessible service to the community we serve

Take steps to continually improve by measuring customer satisfaction, listening to all of our customers, responding to their needs and training staff to keep up to date with best practice

Expect anyone (including contractors) working on behalf of ISHA to comply with these standards

### **What Can Our Customers Expect?**

Our offices are open between 9.00 and 5.00pm on weekdays. We will facilitate viewings of properties outside of these hours and for each scheme we will give shortlisted applicants full details of viewing arrangements (please see our allocations policy for details of how we prioritise our applicants).

[http://www.isha.co.uk/downloads/Development/Shared\\_Ownership\\_allocations\\_policy\\_web\\_version.pdf](http://www.isha.co.uk/downloads/Development/Shared_Ownership_allocations_policy_web_version.pdf)



We will be friendly, welcoming and make sure you know the name of the person you are speaking with.

We will arrange an appointment for you to see the appropriate member of the marketing team at our offices within 3 working days of receiving the request

We will make sure reception has information about our services and opening times clearly visible

We will see people with appointments at the agreed time

We will offer use of an interview room for private interviews

We will keep reception and interview room clean and tidy

We will provide special services for people with hearing or sight problems (loop induction system, publication in large print or Braille)

We will provide translation or interpretation on request for people who do not have English as a first language

### **Standards for letters and emails**

We will answer letter or emails in full within 3 working days

We will send requested forms within 3 working days

We will use plain English and avoid jargon and we will be clear and to the point

We will sign letters and clearly print the name, department and telephone number of the appropriate person

We will provide letters in other formats if needed (Braille, large print, on cassette or translated into another language)

### **Standards for telephone**

As well as the usual office number we will have the dedicated marketing phone lines (John Frost on 020 7704 7343 and Ana Paula Cruz on 0207 704 7340) open on weekdays between 9.00am and 5.00pm, including lunchtime.

We will always give you our name so that you know who you are talking to  
We will aim to answer the phone within 4 rings.



We will answer the call in person whenever possible and only use voicemail when we cannot take your call.

On the voice mail message we will always advise you when we will be back and give an alternative person to contact.

We will check answer-phone and voice mail messages daily.

We will return your call if you have left a message, on the same or the next day. If we need extra time to deal with your query we will phone you to tell you when we will have an answer

If you need to ring us at evenings and weekends, the 020 7704 7343 number will have an answer-phone service to take messages.

We will provide an interpreting service on request to enable tenants who do not speak English so that they can communicate with us

### **Standards for complaints**

We will take your complaint seriously

We will try and resolve the complaint straight away and look for a solution

We will respond to formal complaints in accordance with the policy

We will apologise if your complaint is upheld

We will learn from our mistakes so that we improve the service we provide

### **Standards for communications and publications**

We will use the appropriate interpreting services to aid communication and information access where appropriate

We will use the corporate style of presenting written information so that you will be able to recognise ISHA documents