

Acis Customer Service Standards



Your tenancy

Neighbourhoods



- You will have a named Area Housing Manager as your main contact.
- We will conduct regular monthly estate audits for your area. Should you like to participate, contact your Area Housing Manager.
- We will carry out a follow up visit for new customers between 4-6 weeks of you moving into your new home.
- Remove offensive graffiti within 24 working hours of being reported.
- Consult with you on any changes to your tenancy agreement.
- Visit you within 10 working days to assess your transfer application.

Anti-social behaviour (ASB)

- Respond to an anti-social behaviour complaint in line with our ASB policy. Emergency issues will be responded to within 24 hours.
- Agree a mutually acceptable time for an interview with a complainant, within 5 working days.
- Keep in contact with a complainant - on an individually agreed basis.
- Carry out a survey with the complainant to ensure a high level of satisfaction is achieved.



“Better homes and better services for better lives”

