



PRESS RELEASE

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Acis achieve customer service excellence

Lincolnshire based housing association Acis Group has recently been accredited with the nationally recognised Customer Service Excellence standard. Customer Service Excellence is a government standard that was developed to offer public services a practical tool for driving customer-focused change within their organisation.

Acis, who own and manage over 5,000 homes across Lincolnshire, Nottinghamshire and South Yorkshire, achieved the standard following a rigorous assessment process involving employees and tenant customers.

The assessment provided very positive feedback following work carried out onsite. Staff were found to be helpful and enthusiastic when attending meeting sessions and as part of the assessment process, groups of Acis tenants were also met with to provide feedback about how they found the service.

Customer Service Excellence is designed to operate on three distinct levels, being a driver of continuous improvement, a skills development tool and an independent validation of achievement.

The achievement reflects the commitment and considerable progress that Acis has made as a company to put people first and focus on customer excellence in delivering services. It is testimony to hard work over a sustained period, and the willingness of many staff to go the extra mile.