

# Acis Customer Service Promises



At Acis Group we aim to provide a high level of service. We will offer our customers respect and support. That's why we promise that:

## If you telephone...

- We will answer your call within five rings. Our system will give you the chance to request a call back if necessary.

## If you visit us...

- Our reception area will provide up to date information for you. We can provide information in a range of different languages or large print, in Braille or audiotape.
- We will aim to attend to you within 10 minutes of your arrival. If there is a delay, we will tell you.
- If you have an appointment, we will see you at the appointed time.
- We will offer you a private interview room if you wish to discuss your enquiry confidentially.

## If we visit your home...

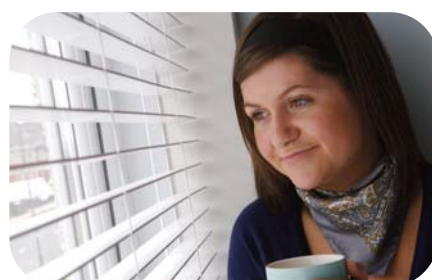
- We will show identification and behave professionally at all times.
- We will aim to make an appointment with you for home visits.
- If we are unable to keep an appointment, we will contact you to rearrange.

## Equal opportunities

- All customers will be treated fairly to meet their needs.
- We will not discriminate unlawfully against anyone regardless of age, disability, sex, race, religion or sexual orientation.
- We will make sure our offices are accessible for disabled people.
- You will receive the same standard of service wherever you live.

## Quality of service

- We will publish clear standards that you can expect to receive from us.
- If we get anything wrong we will apologise and aim to put it right as soon as possible.
- We will feed back to our customers the results of surveys and the actions we have taken to improve our service.



**“Better homes and better services for better lives”**

## In return, we expect the following...

### When you contact us **we expect you to...**

- Be polite when speaking to our staff.
- Respect our staff and customers at all times.
- Respect the right of our staff to work in a safe environment without the fear of intimidation, abuse or assault.
- Not use foul and abusive language. We will not accept discriminatory abuse.
- Give us relevant and appropriate information.
- Keep your appointments, either at home or in the office, to help us to reduce waiting times and to keep appointments with other customers.

### Rent - **We expect you to...**

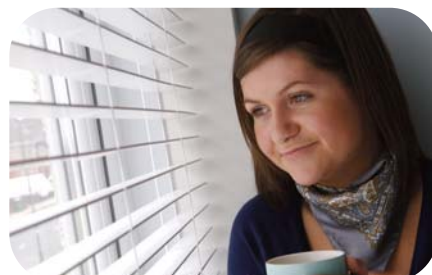
- Pay your rent on time.
- Make sure you claim any Housing Benefit you may be entitled to.
- Let us know immediately if you are having difficulty paying your rent. We may be able to help you.

### Your tenancy - **We expect you to...**

- Be a good tenant and a good neighbour.
- Not cause noise nuisance to your neighbours or behave in an anti-social way.
- Look after your home and make sure that repairs are reported, as and when needed, and in line with our repairs policy.
- Look after your garden and boundaries.
- Allow access to do essential repairs and maintenance, including servicing gas heating appliances every year (we will give you reasonable notice of these dates).
- Ask permission to carry out alterations or improvements to your home.
- Live in your home (if you are going to be away for more than 28 days, please let us know).
- Give us at least four weeks' notice if you decide to end your tenancy.
- Speak to us before leaving your home for good.
- Leave your home in a reasonable condition (if not, we will charge you for any costs).
- Let us know your new address when you move.

### Please...

- Let us know if we are failing to meet your needs and standards.
- Let us know of any suggestions you have to improve our service.



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