

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 or give you the chance to leave a voice message. If you leave a message, we will call you back by the next working day.

If you write or e-mail...

- We will reply within five working days.
- If we are unable to provide a full response, we will notify you with details of who is dealing with your letter or e-mail and when you can expect a reply.

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...

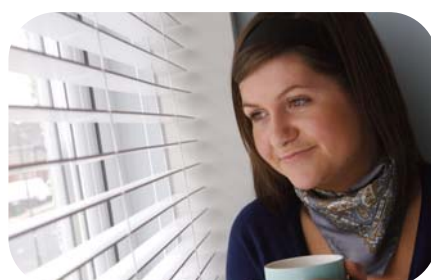
- We will show identification and behave professionally at all times.
- We will aim to make an appointment with you for home visits.
- If we are unable to keep an appointment, we will contact you to rearrange.

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...**

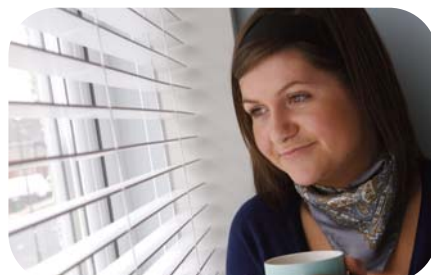
- Pay your rent on time.
- Make sure you claim any Housing Benefit you may be entitled to.
- Let us know immediately if you are having difficulty paying your rent. We may be able to help you

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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