

Customer Service Standards

Our Staff



Staff will always be available to listen, always acting in a polite and professional manner.

Answering Calls



All telephone calls will be answered promptly, by friendly and helpful staff.

Returning Calls



Calls will be returned within 4 working days or at a time agreed with the caller.

Correspondence



All correspondence will be clear, accurate and easy to read.

Our Standards



If we fall short of any of the standards, please let us know so we can put it right.

Responding to Written Enquiries



Enquiries made by email/post will be acknowledged within 24 Working/office hours.

Resolving Enquiries



When enquiries cannot be resolved immediately, we will keep you informed of progress until it is completed.

Complaints



Complaints will be sensitively handled and we aim, where possible, to have a resolution within 10 working days.

Emergency Repairs



We will offer an out-of-hours emergency telephone service 7 days a week.