

# Customer Care Standards

Version 1, June 2006



**watmos**  
COMMUNITY HOMES

## Introduction

**WATMOS Community Homes (WATMOS), through the Tenant Management Organisations (TMOs) is committed to improving its services to you, our customers.**

We have 8 TMOs, managing around 1750 homes for us. Details of how to contact them are at the end of this leaflet.

Through the standards in this leaflet, WATMOS and the TMOs aim to:

- Ensure that you all receive the same high standard of customer care when you use our services.
- Ensure that customer care and customer service is fully taken into account when we are planning, resourcing and delivering all of our services.
- Prevent resources being wasted on poor delivery of customer care.
- Understand what is important to you by continually seeking your involvement in helping to develop and tailor our services to reasonably meet your needs and expectations.

## Our Customer Service Standards

We want to make sure that the delivery of our services is accurate, consistent, efficient and transparent.

We will ensure that our service standards are:

- Simple and user friendly.
- Clear in stating how staff should behave to customers.
- Measurable and reviewed regularly using customers and staff of WATMOS and the TMO's to check our services.
- The same for all of our customers, whether they are from inside or outside WATMOS or the TMO's.
- The same for our contractors when they contact our customers.

## When you visit our TMO offices

The TMO office receptions will

- Be welcoming and clearly signposted both inside and outside.
- Display clear and accurate opening times and details of emergency and out of hours contact.
- Notify you in advance of any forthcoming changes to opening times.
- Be places that everyone can enter and leave easily, with a ramp or level 'easy' access for prams, wheelchairs and for people with mobility or visual impairments, including lifts where necessary.
- Be clean and tidy with no smoking and a comfortable environment.
- Have toilets including disabled toilets available for your use.
- Provide a children friendly environment.
- Ensure that all published information be available to customers with specific needs.
- Have private interview facilities available.

## At our first point of contact we will

- Greet and address you in a polite and courteous manner at all times.
- Be easily recognisable, wearing our name badges at all times stating names and job title.
- Ensure that you are not waiting longer than a maximum of 5 minutes in any reception area before your enquiry is dealt with.



- Ensure that if waiting times are likely to exceed this target, you are informed at the first point of contact and advised what the waiting time is.
- Anticipate your arrival where you have an appointment and accommodate you within 10 minutes.
- Offer appointments within 2 working days, in private if necessary.
- Contact you and offer alternative arrangements when your appointment cannot be kept (in the event of emergencies etc).
- Provide interpreting and translation services, when requested.
- Provide you with a receipt for all documents and letters you hand in at reception.
- Apologise and make sure that we tell you when the service will reopen if we have to close an office unexpectedly.
- Arrange to visit you at home if you would prefer.

## When handling your enquiry we will

- Listen carefully to your enquiry.
- Record any details you supply accurately.
- Ensure that the nature of your enquiry has been understood correctly.
- Identify and address any specific needs with sensitivity, tact and diplomacy.
- Be helpful and aim, wherever possible, to resolve your enquiry.
- With prior notification or where an officer is readily available, help you with filling in our forms.
- Be honest when we cannot fulfil our promises, and agree a way forward appropriate to your needs.
- Recommend other agencies where we cannot help you or it is of benefit to you to do so.



## Telephone calls

- Calls will be answered within 15 seconds.
- Telephones will not be left unattended during opening hours.
- We will greet you politely and courteously, identifying ourselves and the TMO area upon answering.
- We will give our full attention to you for the duration of the call and remain professional at all times.
- We will be helpful and aim, wherever possible, to resolve your enquiry.
- If the person required is unavailable, arrangements for a call back will be made.

## Answer Phones and Voicemail

- Answer phones or voicemails will ensure that telephone calls do not go unanswered.
- Recorded messages will give clear details of
  - a. when the office re-opens
  - b. how to contact any out of hours service providing alternative telephone numbers
- Answer phones or voicemails will give you an option to leave a message whenever practicable.
- Messages left will be replied to within 24 hours or the next working day if the message is left over a weekend or Bank holiday.



## Writing to us

- Written correspondence, including that received by fax or e-mail, will be acknowledged within 5 working days, with a full response within 15 working days.
- Our reply will be presented on official headed stationery including a contact name, telephone number and e-mail address (where appropriate).
- Our presentation and content will be clear, easy to understand and jargon free.

## When you need to complain

- We will aim to resolve your concerns at the first point of contact, with staff fully conversant with the complaints procedure.
- Details of how to complain and the appropriate forms will be displayed prominently in all offices.
- You will not be deterred from complaining and assistance will be offered in doing so.
- Written complaints will be acknowledged within 2 working days, giving the name of the officer who will be dealing with your problem.

## Our service

- If you feel that we have provided a good service, please let us know. You can either tell the TMO manager or the member of staff involved, or fill in the customer comment folder at reception.

## Diversity

In catering for diverse needs we will, upon request

- Provide interpreters for people who's first language is not English.
- Provide written information in other languages.
- Provide information in Braille, large print, CD or audio tape for people who are visually impaired.
- Provide sign language interpreters for deaf or deafened people.

## Who to contact

**You can contact your TMO at the following**

### **Avenues TMO Office**

10/11 Second Avenue  
Brownhills, Walsall, WS8 6JA

☎ 01543 453659

☎ 01543 452905

✉ avenues@watmos.org.uk

### **Burrowes Street TMO Office**

Burrowes Street  
Walsall, WS2 8NN

☎ 01922 613292

☎ 01922 746949

✉ burrowes@watmos.org.uk

### **Chuckery TMO Office**

2 Brookes House, Tantarra Street  
Chuckery, Walsall, WS1 2HS

☎ 01922 644456

☎ 01922 640841

✉ chuckery@watmos.org.uk

### **Delves East and West TMO Office**

West Bromwich Road  
Delves, Walsall, WS5 4NW

☎ 01922 720790

☎ 01922 638658

✉ delves@watmos.org.uk

### **Leamore TMO Office**

1 Dover House  
Providence Close  
Leamore, Walsall, WS3 2AW

☎ 01922 493266

☎ 01922 493266

✉ leamore@watmos.org.uk

### **Sandbank TMO Office**

1a Clarke House  
Bloxwich, Walsall, WS3 2HG

☎ 01922 400333

☎ 01922 400219

✉ sandbank@watmos.org.uk

### **Twin Crescents TMO Office**

11 Grove Crescent  
Pelsall, Walsall, WS3 4NG

☎ 01922 682539

☎ 01922 682539

✉ twincrecents@watmos.org.uk

### **Watmos Community Homes**

29 Stafford Street  
Walsall WS2 8DG

☎ 01922 471910

☎ 01922 612967

✉ info@watmos.org.uk

**You can find more information about WATMOS and the TMO's at [www.watmos.org.uk](http://www.watmos.org.uk)**



