

# Dacorum Borough Council - Housing Service Standards

## We will:

- Deal with your enquiry politely and sensitively, and be fair, unbiased and professional at all times
- Treat you with respect and consider your individual needs when delivering our services
- Make sure our offices are accessible and make reasonable adjustments so that information is available in a variety of formats e.g large print, braille or other languages
- Use written and spoken language that is clear and easy to understand
- Identify ourselves when we answer your call and wear name badges to home visits
- Provide you with our contact details and confirm when you can expect to hear from us, wherever possible we will provide you with a named officer dealing with your enquiry
- Ensure our staff are regularly trained so that we give you accurate and current advice in line with procedures, policies and legislation
- Liaise with other appropriate agencies to ensure a thorough and joined up service
- Swiftly investigate any complaints of discrimination or unfair service and take appropriate action in relation to your concerns
- Collect and monitor information about the profile of our service users and customer satisfaction and use this information to improve our services.

## When we contact you we will:

- Respond to your contact within 5 working days – If we are unable to provide a full response within this timeframe, we will acknowledge your letter and indicate when we can respond
- Ensure that out of office messages on our emails are up to date and confirm when we will return and who to contact in our absence
- Answer phone calls within 5 rings
- Leave a clear voicemail message, providing an alternative contact for our service
- Respond to voicemail messages within 24 hours of returning to the office

## What we expect from you in return:

- To be respectful and polite to our staff
- Pay your rent on time and comply with your tenancy agreement
- Keep in touch and update us when your contact details change
- Allow us to provide our service free from abuse and bad language – this type of behaviour will not be tolerated and may affect the service we can provide
- If we visit your home, you ensure that it is free from hazards
- Be home when we arrange to call, or let us know beforehand that you will not be available
- Let us know what you think about the services you receive, good and bad, and how these can be improved

