

## Appendix 1

### City of London Housing Service: Customer Service Standards

#### The 5 Principles

##### **Meet & Greet**

We will greet you warmly, whether in our offices, on the phone or out and about.

##### **How can we help you?**

We will always remain open to receive and consider your questions and requests.

##### **Providing the answer**

We will always be polite and clear, and ensure you understand the reasons why we can or cannot do something.

When you ask a question or make a request, we will provide the answer or service to you, if we are able to.

If we are not able to provide the answer or service at that time, we will tell you when we will be able to provide the answer or service,

If it is not possible to provide the answer or service, we will let you know why.

##### **Taking Ownership**

We recognise that it doesn't matter to you what department is responsible for what. We commit to take ownership of issues and see them through. On occasion, we may need to refer you on to another team, but we will always do so with a clear explanation.

##### **Saying Sorry**

We will say sorry when we get things wrong.

We will learn from mistakes so we do not make them again.

## **Practical Matters**

### **Phone**

We will answer the phone within 5 rings or 20 seconds (if we are at our desks).

We will answer with  
Good Morning/Good Afternoon.  
Our team/department name.  
Our full name.

We will ensure our voicemail messages are up-to-date.

If we are away from work, our individual voicemail messages will say when we will be back, and provide the contact details of someone else who may be able to assist in our absence.

If the office is closed, the office phone voicemail message will clearly state the hours of opening and what to do if you need to contact someone urgently.

We will respond to voicemails within 2 working days (if we are in the office).

### **Email**

We will acknowledge emails within 2 working days and provide a response within 10 working days (if we are in the office). If the enquiry is complex, we will provide you with updates until it is resolved.

We will ensure our email out-of-office messages are up to date. If we are away from work, our out-of-office message will say when we will be back, and provide the contact details of someone else who may be able to assist in our absence.

### **Letters**

We will acknowledge letters within 2 working days and provide a response within 10 working days (if we are in the office). If the enquiry is complex, we will provide you with updates until it is resolved.

### **Visits**

We will greet visitors within 2 minutes of their arrival at our offices. Where an appointment is pre-arranged, we will aim to meet you as soon as possible, within 10 minutes of the pre-arranged time. We will inform you if there is any reason for a delay.