

Customer Service Standards

General

We will be polite and courteous at all times

- We will treat you fairly regardless of your age, disability, race, religion, belief, gender, sexual orientation marital, status gender reassignment status, pregnancy status or maternity status
- We will guarantee your confidentiality
- We will make it as easy to contact us as possible



Telephone contact

- We will answer your calls between 9 am and 5 pm Monday to Friday and will have a message service outside of these hours
- We will provide a 24 hour telephone repair service
- We will answer the phone promptly and courteously and tell you our name
- The person who answers your call will take personal responsibility for dealing with your problem and taking any follow up action
- We will pass you on to someone else if you ask us to
- We will take a message for another member of staff if you ask us to and pass that message to them when they return

Written contact

- We will reply to any written correspondence promptly. If we are unable to answer promptly we will tell you why and give you an idea how long it may take
- We will use plain language wherever possible

E-Mail

- We will provide you with an e-mail address to contact our staff
- We will respond to your queries via e-mail, Facebook or via our website promptly

Visiting the office

- Our offices will be open between 9 am and 5 pm each working day
- Anyone may visit our offices with or without an appointment
- You will be seen promptly
- We will provide a private interview room so that you can talk to us in confidence



Visiting your home

- We will normally make an appointment if we need to visit you at home, although there are some circumstances where we may visit unannounced
- We will wear name badges or carry identification
- We will treat your home with respect

Repairs

- We will provide you with a phone number to contact the Tamar Repairs Service
- We will supply you with a method of reporting any emergency repairs
- Our contractors will provide you with an appointment to carry out any work

Rent and Service Charges

- We will give you at least 28 days notice when we increase your rent
- We will give you a breakdown of any Service Charge you are obliged to pay, which explains how the charge was calculated

Anti-Social Behaviour

- We will treat all reports of anti-social behaviour seriously
- We will treat all reports of anti-social behaviour in confidence and will never pass on the details of people who have complained, without their permission

Complaints

Despite all our efforts, Tamar recognises that sometimes things go wrong. Consequently Tamar has a complaints policy which residents can access to get things put right. Tamar produces a leaflet on complaints which gives more details of our approach to complaints and the process which we use.

If you think you need to make a complaint, please contact Tamar's offices.

Tamar Housing

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