


Customer Service Standard



When you call us, we will:

- Provide a telephone service through our Customer Service contact centre which is available:

Monday	8.30 am to 5.00 pm
Tuesday	8.30 am to 5.00 pm
Wednesday	8.30 am to 5.00 pm
Thursday	*10.00 am to 5.00 pm (*later opening due to staff training)
Friday	8.30 am to 4.30 pm



- Answer the telephone within 30 seconds
- Aim to deal with your enquiry fully during your first telephone call to us
- Acknowledge all telephone messages with a call back within one working day
- Provide an out of hours service for emergency repair calls.

For all out of hours emergencies please call 01933 234450



When you write to us, we will:

Acknowledge all **emails** to customer.services@greatwellhomes.org.uk and enquiries through our website within one working day. We'll respond in full within five working days or provide you with a reasonable timescale where this is not possible.

Respond within five working days from when we receive your **letter** or provide you with a reasonable timescale where this is not possible.

Acknowledge any direct messages via **social media** such as Facebook and Twitter within one working day or provide you with a reasonable timescale where this not possible.

We will send correspondence to you in your requested format.

