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Your guide to...  
**customer care standards**



Information  
for customers of  
Parkway Green  
Housing Trust



# Your guide to...

## customer care standards

At Parkway Green Housing Trust, we put your needs first. Our customer care standards help to make sure we offer a high-quality service and listen to your comments.

The standards are also designed to help you know what level of service to expect from us and challenge us if we fall short.

### We will:

- use your comments to improve the quality of our services
- fully explain the service you can expect in our handbook
- talk to you - so you don't have to chase us
- go the extra mile when dealing with your queries
- treat you with respect
- admit, apologise for and learn from our mistakes
- make sure you can contact us by phone, at our offices and through our website
- provide a high-quality and responsive repairs and maintenance service
- make sure our contractors know about and follow these standards.



### **When you phone us, we will:**

- answer your call within 30 seconds
- deal with 80% of calls at the first point of contact
- always offer to call a customer back if they are using a mobile phone or when a customer requests us to do so
- connect you to the right person or take your details and arrange a call back for within 1 working day, dependant on the nature of your enquiry
- contact you by telephone; we will introduce ourselves by name and explain the reason for calling

- identify ourselves when we call and advise the customers who we are, offering a password service.

### **When you email or write, we will:**

- answer your letter or email within 10 working days
- if your communication (letter or email) is a complaint, log this and acknowledge within 2 working days
- give a full response within 10 working days, or explain the delay.
- use plain language and no jargon

- If you request this information in an alternative format, endeavour to do this (e.g. translation, audio, Braille etc)
- include the writer's full contact details.

### **When you want to speak to someone in person, we will:**

- see you within five minutes of arrival by a person who will greet you politely wearing a name badge
- offer a comfortable environment, including a seated area equipped with a water machine
- ensure that there will be private interview rooms available that comply with the requirements of the Disability Discrimination Act
- ensure that you have access to all the services you require, including Language Line and disabled toilets

- offer late or flexible appointments where required.

### **When we visit you at home, we will:**

- contact you one day prior to our visit and make sure we have prepared for the visit
- When we come to do a repair, on arrival we will tell you what we are going to do. On completion we will tell you what we've done and check you are satisfied with the work before we leave
- always show photographic identification prior to entering your home
- always knock on the door, wait three minutes and then leave a calling card if you are not at home
- provide you with a password, should you require one.

## When you need repairs to your home, we will:

- carry out emergency repairs within four hours, urgent repairs within five days and routine repairs within twenty days
- order the repair immediately after you have reported it, or arrange for our staff to check exactly what needs doing
- make sure you can order repairs online or by phone
- make an appointment for the repair with you if it is inside your home
- write to you to confirm the appointment, except when we need to come out within two days.

## Are you satisfied?

We work hard to meet these standards. But if you think the

service you have received is not up to scratch, please let us know so that we can improve.

You can contact us using the details below. We will try to respond to your comments there and then.

Alternatively, if you need to make a complaint, we have a formal complaints procedure that you can follow. To find out more contact us or view our guide to Compliments and Complaints.

## Further information

For more information:

- phone us on 0300 111 0000
- visit us at Parkway Green Housing Trust, 460 Palatine Road, Northenden, Manchester, M22 4DJ
- or go to:  
[www.parkwaygreen.co.uk](http://www.parkwaygreen.co.uk)



# To get this leaflet in Braille, large print or on tape:

Phone: 0300 111 0000 Email: info@parkwaygreen.co.uk

Textphone: 0161 945 5730

للحصول على هذه المعلومات بأي لغة أو بالبرايل أو بالحروف الكبيرة أو على شريط الرجاء الإتصال برقم الهاتف الموجود أسفله.

Arabic

如欲索取這資料以任何語言或盲人用點字、大字印刷編制的版本或錄音帶，請致電下列號碼。

Chinese

لطفا برای دریافت این اطلاعات به زبان های دیگر، به خط بریل ( خط ویژه افراد نابینا )، چاپ درشت و یا بر روی نوار با شماره تلفن زیر تماس بگیرید.

Farsi

Pour recevoir ces informations dans d'autres langues, en Braille, en gros caractères, ou sur bande sonore, prière d'appeler le numéro de téléphone ci-dessous.

French

यदि आप यह जानकारी किसी दूसरी भाषा, ब्रैल, बड़े प्रिन्ट या टेप में चाहते हैं तो कृपया नीचे दिये गये नम्बर पर फोन कीजिए।

Hindi

بۆ بەدەست ھێنانی ئەم زانیاریانە بە ھەر زمانێک یان بە بریال، پیتی گەورە یان لەسەر شریت، ئەوا تکایە تەلەفۆن بکە بۆ ئەم ژمارەیی خوارەو.

Kurdish

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

Somali

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

Urdu

Nếu cần bản tin này bằng ngôn ngữ khác, bằng chữ nổi cho người mù, chữ in lớn hay băng ghi âm, xin vui lòng gọi điện thoại số dưới đây:

Vietnamese

**0300 111 0000**

## Contact us

### By phone

0300 111 0000

Phone this number for any Parkway Green service or to arrange an appointment for us to visit you, 8am - 5.30pm, Monday to Friday.

### By email

info@parkwaygreen.co.uk

### By post

Parkway Green Housing Trust  
Parkway Green House  
460 Palatine Road  
Northenden  
M22 4DJ

### In person

Visit our local offices:

Parkway Green House  
460 Palatine Road, Northenden,  
M22 4DJ

or

137 Bowland Road,  
Baguley, M23 1LE

Our offices are accessible to disabled people

