

Customer Care

Reviewed April 2007

Here at Bro Myrddin Housing Association we always aim to provide a service we can be proud of and that you will appreciate.

You, our customers, are at the heart of our service. Whenever we plan new initiatives we consult with individual residents and the Bro Myrddin Residents' Forum. We always welcome your views and comments about improving our services.

Because we care about our customers, we set standards for the services we provide. We have produced a series of leaflets explaining the service you can expect to receive from us.

Help and Information

- ✓ We will acknowledge complaints within 5 calendar days and provide a full written response within 21 calendar days.
- ✓ We provide a wide range of information and are committed to being open about the information we hold. You can access information we hold about you.
- ✓ Our staff are trained to deal with your housing enquiries.
- ✓ We set targets for dealing with telephone calls. We will meet these targets.
- ✓ We will answer letters within 5 calendar days or send an acknowledgement if this is not possible.
- ✓ We aim to keep appointments. If we cannot do so, we will keep you informed.

This leaflet is available in Welsh and can be provided in large print, Braille, Moon, audio or other languages on request.



Courtesy and Fairness

- ✓ Our staff will be courteous and friendly whenever they speak to you.
- ✓ Our staff will give their name when answering the telephone.
- ✓ We will treat your enquiry in strict confidence.
- ✓ You will be dealt with fairly and impartially and we will treat you as we would expect to be treated ourselves.
- ✓ We aim to provide the same high standard of service to all residents.

Quality of Services

- ✓ Through Continuous Improvement procedures, our Service Standards will be reviewed with customer involvement annually.
- ✓ We will monitor the standard of our services and compare them to other service providers.
- ✓ We will consult widely through surveys to ensure our services meet your requirements.
- ✓ We will continue to demonstrate our commitment to delivering quality services by maintaining the quality standards achieved and independently assessed through Investors in People and other means.

Customer Care (continued)

Equality and Diversity

- ✓ We will take into account the needs of all the diverse groups of people we serve
- ✓ We will not tolerate discrimination of any kind
- ✓ Our staff are aware of the Disability Discrimination Act and will take this into account at all times.
- ✓ Our office has disabled access and parking.
- ✓ All our information is readily available in Welsh and a Welsh speaker is always available.
- ✓ If you write to us in Welsh, we will reply in Welsh.
- ✓ Interpretation and translation services can be provided for those whose first language is not English or Welsh .
- ✓ All our information can be provided in large print, Braille, Moon, audio and other languages on request.

Your responsibilities

- ✓ Be polite and courteous when speaking to our staff.
- ✓ Foul and abusive language will not be tolerated. It's unfair to staff and other customers. Staff will replace the telephone, or you may be asked to leave, if bad language continues.
- ✓ Read the information we send you and provide information we request. This will help us to deliver services more efficiently.
- ✓ Keep appointments we make with you or tell us in advance of any changes. Please be patient. We aim to keep waiting times to a minimum.

Getting Help

A Customer Services Advisor will be available to speak to you:

Monday to Thursday 8.30am to 4.30pm and Friday 8.30am to 4.00pm

Tel. 01267 232714 Fax. 01267 238107

Email. info@bromyrdin.co.uk

Or visit our website at www.bromyrdin.co.uk



Putting things right

We always try to provide the best service that we can. However, if you are not happy, please tell us.

You can do this by writing to us or by completing a Complaints Form. These are available from our office or can be downloaded from our Website

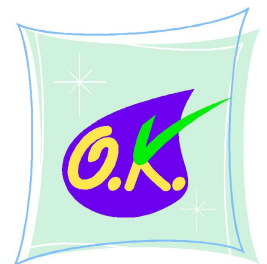
www.bromyrdin.co.uk

Bro Myrddin Housing Association

Cillefwr Industrial Estate

Johnstown

Carmarthen SA31 3RB



Approved by Bro Myrddin
Residents' Forum



Cymdeithas Tai Bro Myrddin
Bro Myrddin Housing Association

Bro Myrddin is a charitable Association registered under the Industrial & Provident Societies Act 1965 No. 23055R and with Housing for Wales No.L069