

UPP Broadgate Park Customer Service Standards

Excellence in customer service is paramount for UPP Broadgate Park. UPP Broadgate Park works towards building a customer focused culture by setting and achieving high performance targets and placing you, the customer at the heart of the organisation. Every year, we will tell you how we measure up against these standards.

UPP Broadgate Park is committed to treating all our customers fairly, politely and with respect. We embrace the diversity of our residents and recognise that everyone is different and aim to ensure all our customers receive the same service and information they require.

We have produced this document to set out in detail the level of service you can expect to receive from UPP Broadgate Park and, where you feel this has not been delivered, we welcome your feedback as an opportunity to improve our services.

Information and Communication

We aim to-

- Provide accurate and up to date information about the services we deliver
- Produce an Annual Satisfaction survey detailing our performance
- Provide information which you will find helpful and interesting
- Actively encourage contributions from all our customers and partners
- Ensure information is clear and easy to understand

Consulting and involving you

We aim to-

- Consult you about changes that directly affect you
- Carry out customer satisfaction surveys on an annual basis
- Consult residents about new developments in their areas
- Offer a flexible range of opportunities for consultation and involvement

Visiting our Residences

- The reception is staffed 24 hours a day 7 days a week
- Out of office hours (18:00-08:00 Monday-Friday, and weekends) our Facility Officers will assist you
- You will be asked to sign a visitors book on arrival and departure
- You can expect our residences to be clean, tidy and accessible

Contacting us by Phone

We aim to-

- Answer calls within 3 rings

- Always answer your queries, or if unable to do so, seek to ascertain the information require and contact you or refer you to the appropriate person who can

Contacting us by E-mail

We aim to –

- Acknowledge your email within 2 working days and provide a full response within 5 working days of receipt, unless stated otherwise.

Contacting us by Letter

We aim to-

- Acknowledge all correspondence within 3 working days of receipt of your letter
- Provide a full response within 10 working days

Visiting our Website

We aim to-

- Provide a website that is accessible and easy to navigate
- Provide information through our website, Facebook and Twitter which is useful, accurate and up to date

Making a Comment, Compliment or Complaint

We aim to-

- Encourage you to come forward with any comments, compliments or complaints about the service we deliver
- Ensure you have clear information on how to make a comment, compliment or complaint.
- Acknowledge complaints within 5 working days and provide a full response within 10 working days
- Use information from comments, compliments and complaints to improve our services

Accessing our Services

We aim to –

- Treat everyone fairly and equally while recognising everyone is different and has different needs
- Keep our residences clean, tidy and accessible

Monitoring our Services

- Gather regular feedback from you to ensure we are meeting your expectations
- Publish information about our performance in our Annual UPP Customer Satisfaction Survey

Our Staff

Our staff will-

- Be presentable, in uniform, polite and conduct themselves in a professional manner
- Always answer your queries, or if they can't, direct you to someone who can

Reporting Repairs

We aim to-

- Provide a responsive, effective repair service
- Meet our performance targets for carrying out repairs:
 - Priority A Response within 1 hour, make safe or rectify ASAP
 - Priority B Respond and make safe within 24hrs and rectify ASAP
 - Priority C Respond within 7 days
 - Priority D Non urgent items that do not pose a health or safety risk. Respond within 21 days
- Keep you informed where a repair cannot be made at first point of contact

What you can do to help us

To help us provide a high quality service we need your help, so we would ask you to:

- Be polite and courteous to our staff
- Keep your room and flat in good condition
- Report any repairs to us which we are responsible for as quickly as possible
- Respect your immediate neighbours and local community and avoid causing a nuisance
- Provide feedback to us in order that we are able to improve our services to you