

SERVICE STANDARDS

INFORMATION SHEET 1



At Easthall Park we aim to provide a high level service that you will appreciate. Our staff will be friendly and courteous, responding quickly and effectively to your needs.

These are the main standards that you can expect.

If you visit us:

- We will keep our reception area clean, tidy and provide up to date information for you
- We will aim – if you need to speak to a housing officer – to see you within 10 minutes of your arrival
- If you make an appointment we will ensure you are seen on time
- We will provide private interview facilities

If you telephone us:

- We will answer all telephone calls promptly – usually within 3 rings
- If the member of staff you are calling is not available another staff member will assist in your enquiry if possible or take a message
- If you leave a message we aim to get back to you by the next working day

If you write or email us:

- We will reply within 3 working days
- If we can't provide a full response we will let you know who is dealing with your letter/email and when you can expect a reply

If we visit your home:

- Staff and contractors will show identification and be professional at all times
- We will contact you if we are unable to keep an appointment as soon as we can and will rearrange it

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Equal opportunities:

- We will treat all customers fairly and according to their needs
- We will make our offices accessible for disabled people and arrange interpretation services for those whose first language is not English
- We will provide the same standard of service wherever you live

If we get anything wrong we will:

- Aim to put it right as soon as possible
- Keep you informed at all times
- Apologise
- Aim to learn from our mistakes so that they don't happen again

We always welcome your views and comments about improving our service.

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.

Easthall Park Housing Co-operative, Glenburn Centre, 6 Glenburnie Place, Glasgow G34 9AN.
Tel: 0141 781 2277, Fax: 0141 773 1958, Email: general@easthallpark.org.uk