

STRATEGIC HOUSING CUSTOMER CHARTER

Our Commitment to Customer Care

“To aim to meet the housing needs of all people in North Somerset by working in partnership and providing an effective value for money service”

We aim to enable our customers to access quality services at all times by

- Provide accurate information
- Providing advice and assistance in a professional and sensitive manner
- Treating everyone with respect in a fair and equal manner

What you can expect from us

- We will wear identity badges and carry official identification at all times
- We will be polite, courteous and on time
- Our services, reception and public areas will be fully accessible where ever possible
- If you cannot visit our office we will arrange a home visit
- We will aim to resolve your enquiry at your first point of contact
- If we cannot help we will refer you to another department or agency that can
- We will give you contact details if we need to pass on your enquiry
- We will provide forms and leaflets in larger text, Braille or another language on request
- We will assist you with your access needs e.g. arrange for an interpreter or help you fill in a form when required
- We will discuss personal matters with you in private and will not pass on any personal information, without your permission
- We will provide an officer of the same sex for interviews on request

What we expect from you

- Be polite and courteous at all times
- Not to be under the influence of drugs or alcohol when we see you
- Provide us with complete and accurate information we need to help you
- Let us know beforehand if you are unable to attend an appointment
- Inform us of any changes in circumstances that may affect the services we provide for you
- Report any concerns to a member of staff as quickly as possible