

SERVICE STANDARDS FOR BUYERS AND NEW TENANTS



Service standards for buyers and tenants

When you want to buy or rent a home from us, we promise we will:

- tell you who is dealing with your query or application
- be friendly, courteous and listen to you
- assess your application fairly and in accordance with our published Affordability and Allocation Policies
- tell you the result of your application within 21 working days of us receiving from you all the information we need.

When you contact us we will:

- answer the telephone promptly and give our name when we speak to you. We aim to answer calls within 5 rings.
- greet you in a polite and friendly way, giving our names
- return phone calls and respond to voicemail messages within one working day and give you a direct dial number, if possible
- use plain English and avoid jargon
- respond to letters and emails within 5 working days and include the name, direct phone number and email address of the sender
- send you an acknowledgement within 3 working days and advise when you will receive a full reply if we cannot answer your query immediately
- keep the nectarhomes.co.uk website up to date with clear and accurate information
- only share your personal information with care and only when it is appropriate.

If you visit us we will:

- be on time so you don't have to wait
- respect your privacy and arrange for somewhere private to talk if needed
- always wear identification
- contact you quickly if the need arises to change our arrangements, using the contact details you provided us with.

If things go wrong:

- Although we will work hard to get things right first time, sometimes things go wrong. If they do, we will:
- acknowledge complaints within 3 days and respond within the timescales set out in our complaints procedure
- take responsibility for the problem and do our best to find a solution
- provide you with a named responsible person that will deal with your problem
- work to resolve a problem to your satisfaction but if this can't be done straight away, we will send you our Complaints Policy, which sets out clearly the stages that we will go through with you in order that we can resolve matters

It is important to us that we provide a good quality service to you and it is equally important that where we fall short in this aim, that we learn from the experience and prevent the problem from happening again in the future. We therefore welcome your comments and hopefully your compliments in order that we can continually improve our services to you.

How to contact us:

- our Central Office in Worle, Weston-super-Mare, is open from 9am to 5pm, Monday to Thursday and 9am to 4:45pm on Friday. Our address is: Nectar Homes, Central Office, Station Road, Worle, Weston-super-Mare, BS22 6AP
- you can telephone us on our local rate number 08458 504505 between these hours or outside these hours you can leave us a message which we will return the next working day
- you can visit us online any time at www.nectarhomes.co.uk. We maintain a web based enquiry service 24 hours a day, 7 days a week, with replies delivered during the hours listed above.