



## SERVICE STANDARDS

May 2023

# SERVICE STANDARDS

At Onward, we aim to always provide an Excellent Home Ownership service. This means that:

- Our services are accessible and clear
- Our customers have confidence in our ability to manage finances effectively
- We achieve value for money
- We deliver on our promises.

We offer a range of ways for customers to access our services and get in touch with us:



Telephone: **0300 555 0600**



Email: [homeownership@onward.co.uk](mailto:homeownership@onward.co.uk) for our leasehold and shared owners  
[PRS@onward.co.uk](mailto:PRS@onward.co.uk) for our Market Rent Tenants



Website **onward.co.uk**

Our Contact Centre is available to customers via telephone from 8am – 6pm Monday, Tuesday, Thursday and Friday (10am - 6pm on Wednesday).

Calls made at other times will be answered by our out-of-hours service.

## WHAT YOU CAN EXPECT FROM US

### Customer Contact

#### *Every Contact Matters*

We will record all customer interactions and ensure that we keep the customer updated on the progress of their enquiry until the matter is resolved. We will reduce the need for customers to call us repeatedly by being proactive.

#### **If you contact us by telephone, we aim to:**

- answer your call promptly and tell you our name.
- provide an optional ring back service during busy periods.
- resolve your enquiry first time and when we cannot do that, be clear about who we are passing your query on to and when you will get a response.

#### **If you contact us in writing\* we will:**

- aim to reply in full within 48 hours.
- where we can't reply within 48 hours we will aim to reply to your query in full within 10 working days or be clear about when you will get a response.

*\*If you need to report an emergency, this must be done by telephone on 0300 555 0600.*

## **Complaints and Customer feedback**

*Getting things right, first time*

**When you make a complaint, we will:**

- Treat all complaints as opportunities
- Learn from our mistakes and put things right where we need to
- Monitor complaints
- Report on how often we meet the required timescales
- Identify any lessons learned through customer feedback.

**When you complain, we will:**

- Be clear and consistent in our responses
- Avoid using jargon and acronyms
- Answer all the questions you have asked
- Contact you by phone if we need clarity or further information
- Respond within our published complaints response times
- Tell you about anything we can't do and why
- Tell you how you can escalate your complaint

For more information on how we manage complaints please visit

[www.onward.co.uk/compliments-and-complaints](http://www.onward.co.uk/compliments-and-complaints)

## **Managing your Property and Neighbourhood**

*Keeping you safe and well*

We will:

- Carry out thorough scheme inspections monthly or bi-monthly and record the results
- Carry out repairs for which we are responsible within the agreed timescales
- Work with contractors and colleagues to deliver excellent services
- Ensure we meet our Health & Safety and compliance responsibilities
- Keep notice boards up to date with relevant information.

## **Customer Engagement**

*Listening and improving*

We will:

- Keep customers updated via regular newsletters and via recognised residents' association communication channels
- Use plain language in our written communication and/or communicate with you in a language of your choosing
- Engage customers through our Homeowners Forum
- Ensure a Building Safety Co-ordinator is employed at schemes where this is required
- Give customers the opportunity to contribute to the development of our service
- Consult with customers wherever we are legally obliged to do so.

## Performance Management

*Be high performing.*

We will have a clearly defined set of Key Performance Indicators that demonstrate our commitment to delivering excellent services.

Where legislative timescales apply, we will ensure that customers understand them. We will report on our performance to the Homeowners Forum.

## WHAT WE EXPECT FROM YOU

So that we can ensure we deliver an excellent service, we would ask that our customers:

- Respect our staff and contractors
- Report any repairs and maintenance matters promptly. If you need to report an emergency, this must be done by telephone on 0300 555 0600
- Give us feedback on cleaning, window cleaning and grounds maintenance services
- Address your emails to a named person where possible
- Include your address & the subject in the subject line when you email us
- Allow 10 working days before sending a follow up email
- Send all enquiries to us at [homeownership@onward.co.uk](mailto:homeownership@onward.co.uk) if you are a leaseholder or shared owner or at [PRS@onward.co.uk](mailto:PRS@onward.co.uk) if you are a market rent tenant. Your email will be picked up and assigned to the correct person.

