

Our Customer Promise

Coronavirus – Service Standards



In all of our interactions with customers, we will seek to demonstrate that we care about them, that we can be trusted and that we will always do the best that we can.

Our interim service standards are listed below:

We will make it easy to deal with us

- We will offer a variety of ways to access our services including online and over the telephone.
- On occasion, if a Customer Service Assistant is unable to answer your call, your call may be transferred to our out of hours service Call Care.
- We will make additional services available if required, such as hearing enhancements and translation services.
- When you contact us, we will give you the name of the person dealing with your query, explain things clearly and tell you what will happen next.
- We will aim to resolve your query within 3 working days but if that's not possible, we'll contact you to let you know when we will be in touch.

We will respond quickly and fairly to Complaints

- We are continuing to follow the Ombudsman's advice on responding to complaints during this period and where possible, we will continue to deliver our normal service standards.
- Where this is not possible due to current circumstances, we will contact you and keep you informed of any progress.

We will look after your home and our empty properties

- We are continuing to complete both emergency and routine repairs in line with government guidance.
- Our contractors have risk assessments in place to ensure our customers and contractors remain safe at all times.
- In some cases, our routine repairs may take longer than usual to be completed, but we will communicate any delays to you. We understand that this may be frustrating but we ask that you bear with us.
- If you do not want the repair completed at this time, we will update our system to reflect this and we will contact you again to complete the repair at a future date.
- We will continue work on our empty properties with additional safety procedures in place.

When completing a repair at your home, we may:

- Ask some further questions at the front door before entering the property
- Be wearing a mask
- Distance ourselves by at least two metres from anyone in your property and ask you to move into a different room where possible

- Avoid touching surfaces if possible
- Ask you to disinfect door handles and the work area prior to the contractor attending
- Wear protective gloves and other additional Personal Protective Equipment where necessary
- We will carry out routine safety checks, such as the annual gas inspection and other health and safety priorities.
- We will always treat your home with respect and clean up when we have finished.

Please ensure you inform us if you or anyone in your household is shielding or showing symptoms of Covid-19.

- You can continue to report repairs in the usual way as follows:
 - The customer app – which can be downloaded from the App Store (Apple) and the Play Store (Android)
 - Email our Customer Services Team on – reportrepairs@impacthousing.org.uk
 - Telephone our Customer Service Team on 03448 736290
- Please note that we may not be able to give you a date or time as to when the repair will be completed at the moment.

It is advisable that you follow sensible precautions to keep yourself safe when our staff or contractors are visiting your property, as outlined by Public Health England (PHE). Their guidance can be found here www.gov.uk/coronavirus and you can be assured that we are taking the necessary precautions.

We will offer you support if you need it

- We will ensure that you understand your responsibilities, such as how much rent you must pay, and when, and which repairs you have to do yourself.
- We will support you with advice, or signpost you to services that can help, if you are having difficulties paying your rent or living in your home.
- We will provide advice about your options if your housing needs change.
- We will support you if you are experiencing domestic abuse, hate crime or anti-social behaviour.
- We will be contacting our most vulnerable customers to offer support where possible.