

# Our Customer Promise



## Coronavirus – Interim 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.

Impact's commitment to this ethos is unchanged through this difficult period; however we have had to make temporary changes to some of our service standards to reflect our current working arrangements to comply with Government guidelines on social distancing and focus resources on the provision of priority and emergency services.

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.
- If a Customer Service Assistant is unable to answer your call, your call will 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 by the end of the next working day, 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 following 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

- We will recommence work on empty properties with additional safety procedures in place. This may mean the process will take longer than usual as we have to leave a property for 72 hours before any repair work can commence.
- We intend to gradually resume some of our routine repairs. We will do this in phases, based on careful risk assessments with our contractors to ensure our customers and contractors remain safe at all times. We will contact customers

individually to update them on the status of their repair and to provide details of when it will be safe to complete it. When completing the repair we may:

- Ask some further questions at the front door before entering the property
- Distance ourselves by at least two meters 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
- For emergency and essential repairs we aim to continue to deliver our normal service standards. Where this is not possible due to current restrictions we will keep you informed of any progress or likely delays.
- We will carry out routine safety checks, such as the annual gas inspection and other health and safety priorities.
- No further planned stock investment works will be started. All customers with work currently underway have been contacted and all efforts have been made to complete works or at least make them safe during the forthcoming period.
- We will always treat your home with respect and clean up when we have finished.

### **We will offer you support if you need it**

- We will ensure that you understand your responsibilities, such as how much 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.