

ROUPELL PARK RESIDENT MANAGEMENT ORGANISATION

CUSTOMER SERVICE

SERVICE STANDARD

WHAT IS A SERVICE STANDARD?

A Service Standard lets you know what RPRMO should be doing on your estate. It allows you to look at the service we are providing and to assess whether we are doing what we said we would. It also allows us to measure the performance of our contractors or Direct Labour Organisation.

If you understand the service we are supposed to be providing, it allows you to help us to monitor how we and our contractors are doing. It therefore allows us to improve the quality of the service we provide by getting feedback direct from you. You live on the estate, so it is your views that are important.

This Service Standard was set after widespread consultation with the residents on the estate which included us sending round a draft version to everyone on the estate and holding a meeting with all the residents on the estate. It was then agreed by the RPRMO Board.

RPRMO Will

In General

- We will be courteous and treat you with respect and try to offer you the help and advice you need.
- If we cannot help you immediately, we will tell you when we will get back to you with a response and will do so.
- Where we are unable to help, we will either pass your query to someone else in Roupell Park, or we will refer you to someone else in another organisation who can.

- We will arrange for a translator if you need one (including signing) for face to face and telephone discussions or will arrange for letters and other communications to be provided in an appropriate language, or in large type or braille.
- Publicise office opening times including covering bank holidays
- If we are unable to make an appointment either in your home or in the office, we will contact you to rearrange it
- Ensure all staff wear an identification badge whenever they are on duty
- Treat everyone fairly and in compliance with our equal opportunities and diversity policy

In the Office

When you arrive in reception, we will greet you and ensure we understand why you have come to see us. If you have an appointment, we will see you at the time of your appointment.

- If you do not have an appointment, we will aim to see you within 10 minutes of your arrival
- Have a copy of all our service standards available in reception and online
- Keep our reception clean and tidy and ensure all information is up to date
- Offer a private interview when you ask us or where this is appropriate

On the Phone

- When you phone us, we will give you our name and tell you, you have called Roupell Park.
- We will answer the phone within 5 rings
- Ensure that out of hours our answer phone tells you what to do in the event of an emergency

In Writing

- We will respond to all correspondence and emails within 10 working days, or if we are unable to do so will let you know and let you know both why we are unable to do so and when you can expect a reply
- Send you any correspondence in your requested format

Getting Better

- Where we make mistakes, we will apologise to you
- We will learn from our mistakes
- We will keep you informed about progress on anything you have asked us to do or complaints that you have made to us
- We will make sure all notice boards are kept up to date and have information that is relevant to residents on them
- Ensure you know who your housing officer and caretaker is
- Carry out regular surveys so that we know what you think about our services and learn how to improve them