

# improving

**A BRIGHTER FUTURE FOR ALL**



TRAFFORD HOUSING TRUST

## How we look after our customers

### Our staff will:

- Always wear name badges
- Always talk to you politely and with respect
- Treat you as an individual, taking into account your particular needs
- Explain things clearly, with an interpreter or signer if you'd like one

### When you visit our offices we'll make sure:

- We're open when we should be
- The reception area is welcoming
- You are dealt with within 5 minutes of your arrival
- Up to date information on our services and performance is available at reception
- A private interview room is available to discuss confidential matters
- Toys are available to occupy children
- There are customer toilet facilities

### When you telephone us we'll make sure:

- We'll answer within 3 rings
- The person who answers will tell you their name
- We deal with your enquiry to your satisfaction

### We ask our customers:

- To refrain from using abusive, insulting, intimidating words or behaviour
- Not to commit any act that causes a nuisance, annoyance, alarm or distress to any person
- To be responsible for their own behaviour
- To appreciate that we will deal with your enquiry as quickly as we can
- To let us know whether you have received a good service and how we could improve

## Making the difference between a house and a home