



Our Customer Offer

Who are our 'Customers'?

Our customer service standards apply to all tenants, shared owners and leaseholders of Connexus.

Our Approach

At Connexus we're focussed on our customers, we take great pride in, and are passionate about delivering excellent service. Our values underpin our approach in delivering our core principles:

- Work on what matters to the customer, understanding that one size doesn't fit all
- Understand what our customers want from our services and use this knowledge to shape our service delivery
- Work as one team, seeing our organisation as one system from the beginning to the very end

At all times you can expect our colleagues to:

- Be polite, helpful and professional
- Do what they say they will do and deliver their promises
- Listen carefully to you and take ownership of problems, making it clear what can or can't be done and by when
- Deal with sensitive matters in an appropriate, tactful and considerate manner
- Put things right when they go wrong
- Keep you informed about issues related to your home or tenancy
- Record and protect the information held about you in line with current Data Protection legislation

We want to make it easy for you to contact us:

We have numerous ways for you to get in touch with us, access our services and provide us with feedback including online, via telephone, social media and face to face.

We will publish our opening times on our website and at our offices. We will keep these under review to ensure they meet the needs of our customers.

03332 31 32 33

connexus-group.co.uk

hello@connexus-group.co.uk

[@weareconnexus](https://www.instagram.com/weareconnexus)

Our responsibilities and the level of service can you expect from us

Repairing & maintaining your home

Your home should be a well-maintained and safe environment for you to live in. The maintenance of your home is important to us and we will:

- Enable you to easily report repairs, including being able to report an emergency repair 24 hours a day, 7 days a week
- Deliver a prompt and efficient repairs service with clear published timescales
- Explain if the repair work is your responsibility and/or if there are any additional charges
- Show you identification upon arrival when we visit your home
- Aim to complete your repair at the first visit. If this is not possible we will keep you informed and advise when we will return
- Offer you a choice of appointment times
- Let you know if we are unable to keep an appointment
- Consult you about any planned improvement works, such as kitchen and bathroom replacements and provide clear timescales
- Carry out servicing and safety checks in line with legislation
- Respect your home and clear up after the work has been done

The place you live

You should be able to enjoy living in your home and community. We recognise that this is important and will:

- Ensure the estates we manage are clean and safe
- Provide a range of ways to help prevent and deal with anti-social behaviour, taking appropriate action against people who cause a nuisance to their neighbours

Letting our properties

We want to make it as easy as we can to help you live in one of our homes and for you to be able to settle in as quickly as possible, therefore we will:

- Ensure we let homes as quickly and as fairly as possible
- Provide advice on how to apply for housing and information on how to apply for any related welfare benefits
- Keep you informed throughout the moving in process and provide advice and assistance after you have moved in

Paying and managing your rent

Paying your rent on time is a condition of your tenancy. We will provide you with a number of easy ways to pay your rent and will:

- Provide you with timely information about your rent account
- Contact you if you fall into arrears with your rent and agree an approach

- Advise you of any action we are planning to take
- Take appropriate legal action if you fail to pay your rent; which could lead to eviction

When you contact us

We want our colleagues to be able to resolve your enquiry the first time you tell us, regardless of how you tell us. You should not have to wait excessively for a response to your enquiry and to do this we will:

- Clearly identify ourselves so you know who you are dealing with
- Listen carefully and ask questions to fully understand your enquiry
- Provide accurate and appropriate advice
- Ensure colleagues are equipped with the knowledge, tools and information to resolve your enquiry at first point of contact; if this is not possible we will;
 - Transfer your enquiry to the person who is best placed to respond
 - Should they not be available, we will arrange for them to contact you at a convenient time (usually within 1 working day)
- Answer your call (on average) within 60 seconds and acknowledge online and social media enquiries within an hour

Monitoring our performance against these standards

We use a range of methods to ensure we are continually delivering against our standards, these include:

- Carrying out regular customer satisfaction surveys
- Enabling our Customer Involvement Panel to scrutinise our services and make recommendations for improvements
- Monitoring all complaints and feedback including what we have learnt
- Recording telephone calls to our Contact Centre for training, monitoring and feedback purposes
- Regularly reviewing and scrutinising key performance information, including financial and customer satisfaction data
- Telling you how we are doing by publishing information on our website and telling you about our plans to further improve in our annual reports

How you can get involved

The best way to improve our services is to work together with our customers. To help us shape and improve our services and to ensure the service you receive is value for money we will:

- Offer a number of ways for you to get involved and give us feedback, including service consultations, reviews and surveys
- Enable our Customer Involvement Panel to scrutinise our service and make recommendations for improvements
- Have a clear compliments, complaints and feedback policy that makes it easy for you to let us know your views

Your responsibilities

We can only achieve these standards with your help, therefore help us to help you by:

- Being polite and respectful when speaking to us
- Paying your rent on time
- Taking good care of your home
- Reporting any repairs we are responsible for
- Giving us access to carry out repairs and/or safety checks
- Behaving in a responsible way towards your neighbours and other people
- Keeping appointments we make with you
- Telling us when we have done a job well, or if you feel we have not
- Reading information we send you
- Informing us about any change to your household or circumstances than could affect your tenancy, including when you start to claim Universal Credit