

Our customer service standards



service right - first time

flagship



Our customer service standards

Our vision at Flagship is to get 'service right, first time'. This means we make a promise to you to fulfil certain standards to make sure we provide the services you need.

We monitor our performance regularly through our customer groups to ensure that the services we provide are relevant to you as a valued customer.

Our staff

Our staff will treat you as they would expect to be treated themselves. They will be polite, professional and helpful.

They will treat you fairly and impartially and will receive the training they need to help you.

All our staff will provide confirmation of their identity and communicate with you promptly.

In return, we ask our customers to be courteous to our staff and representatives.

Equal opportunities

We are committed to the principles of equal opportunities and will ensure no one is disadvantaged on the grounds of age, race, ethnic origin, religion, gender, sexual orientation or disability.

We will treat all customers fairly, according to their needs and make our services accessible for all people including features such as:

- Accessible offices for people with mobility problems.
- Hearing loops in our receptions and meeting rooms.

- Type talk telephone facilities.
- An interpretation service or signing for customers when requested.

Getting in touch with us

We will offer opening times convenient and suitable to all our customers so we can offer a personal service. We will always give you our names and provide someone to talk to you either by telephone or in person.

We will deal with all enquiries straightaway, but if this isn't possible, we will tell you when we will get back to you.

We will tell you if we cannot help and explain why, and if necessary, refer you to a colleague or other agency who can help.

We will be on time for any appointment we have with you.

Reception areas

Our reception areas will be easily accessible to all and welcoming.

We will provide a variety of information available in plain language of your choice on request.

We will offer private meeting space.

Our telephone service

Our telephone service will be available 24 hours a day throughout the year.

We will answer your call as quickly as possible and provide a name when answering the call.

We will always have someone available to talk to you during office hours.

We will attempt to deal with your enquiry straightaway, and if this isn't possible, offer you the option to talk to another member of staff, or to call back at an agreed time.

Responding to your letters, emails and texts

We will respond to your enquiries by letter, email or text promptly.

We will tell you if we cannot answer the enquiry straightaway.

We will provide name and contact details of the person who responded to you.

Confidentiality

We will treat any enquiry or contact with strict confidentiality.

We will allow you to access any information that we hold about you.

We will not pass on information about you to a third party without your permission, unless it is essential or legally required.

Customer feedback

We will continually improve our services based on the feedback you provide us. We encourage customer comment at any time and will offer a range of ways for you to give feedback.

We will report feedback to the Board, in our newsletters, and customer meetings.

Moving in

We will meet you at the property when you wish to view it. We will agree with you the works that will be done before you move in, those to be done after you move in and when they will be undertaken. We will also discuss with you the help that we and other agencies can provide.

We will ensure your home requires no immediate repairs and that all the equipment, fittings and fixtures work and conform to safety standards.

Reporting repairs

We will provide professional and competent maintenance contractors and ensure they adhere to the Contractors' Code of Conduct.

We will require all contractors to be polite, professional and respectful whilst in your home.

We will provide you with confirmation of their identity.

We will offer you a choice of appointment times that are convenient to you and will run an out-of-hours service to deal with emergencies quickly and efficiently.

We will complete jobs at times agreed with you.

We will monitor and improve the service by asking customers about our performance.

Rent management

We will provide you with a statement of your rent account and payments on request and will offer you a wide variety of ways to pay your rent.

We will advise you on Housing and Welfare Benefits and where to seek debt counselling.

We will provide you with the opportunity to clear rent arrears by agreed instalments.

We will maximise rental income from all customers by taking firm action to resolve rent arrears.

Getting in touch with us

You can contact us by calling our Contact Centre, Flagship Response, which is open 24 hours a day throughout the year on **0845 601 3390**.

If you'd like to use any other method of getting in touch with Flagship or its Group Members, please refer to the details below:

Flagship

Email: info@flagship-housing.co.uk

Post: Flagship
Keswick Hall, Keswick
Norwich, Norfolk NR4 6TJ

Fax: 01603 255404

In person: Call into our office at Flagship, Keswick Hall, Keswick, Norwich, Norfolk NR4 6TJ

Office opening times: Monday – Thursday: 8.45am – 5.15pm
Friday: 8.45am – 4.45pm

Flagship Kings' Forest

Email: kfh@flagship-housing.co.uk

Post: Flagship Kings' Forest
Cedar Lodge, Chiswick Avenue
Mildenhall, Suffolk IP28 7BD

Fax: 01638 582699

In person: Call into our office at Flagship Kings' Forest, Cedar Lodge, Chiswick Avenue Mildenhall, Suffolk IP28 7BD

Office opening times: Monday, Tuesday, Thursday:
8.30am – 5.00pm
Wednesday and Friday: 8.30am – 4.00pm

Flagship Peddars Way

- Email:** pwha@flagship-housing.co.uk
- Post:** Flagship Peddars Way
Michael Chaplin House, Station Road
Dereham, Norfolk NR19 1DA
- Fax:** 01362 656520
- In person:** Call into our office at Flagship Peddars Way, Michael Chaplin House, Station Road, Dereham, Norfolk NR19 1DA
- Office opening times:** Monday, Tuesday, Thursday, Friday:
9.00am – 5.00pm
Wednesday: 9.00am – 4.15pm

Flagship Suffolk Heritage

- Email:** shha@flagship-housing.co.uk
- Post:** Flagship Suffolk Heritage
Avocet House, Station Road
Framlingham, Suffolk IP13 9EE
- Fax:** 01728 727500
- In person:** Call into our office at Flagship Suffolk Heritage, Avocet House, Station Road Framlingham, Suffolk IP13 9EE
- Office opening times:** Monday, Tuesday, Thursday:
8.45am – 5.15pm
Wednesday: 8.45am – 4.00pm
Friday: 8.45am – 4.45pm

Any problems?

If at any time you're not happy with the service we're offering, please let us know so that we can put things right. You may first wish to discuss it with one of our Customer Representatives. The staff at Flagship Response (telephone **0845 601 3390**) will put you in touch with them.

If you'd like this leaflet 'Our customer service standards' in large print, Braille, audio format, or translated into another language, please call Flagship Response on **0845 601 3390**.



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An Exempt Charity



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