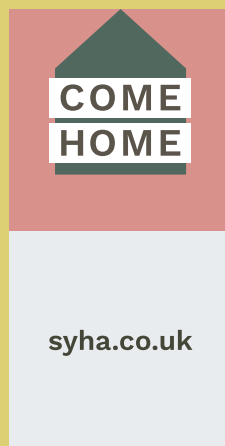
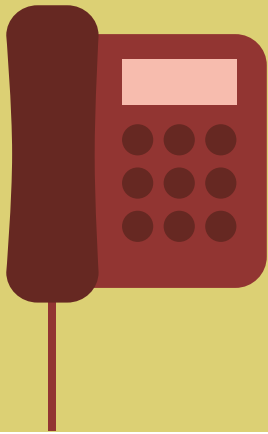




Customer Service Standards





We will have a range of ways you can easily **contact us**.

These include by email, via our website, by telephone, by letter, or in person at our SYHA office.

When we **interact** with you, we will be friendly, polite, courteous, kind, respectful and helpful.

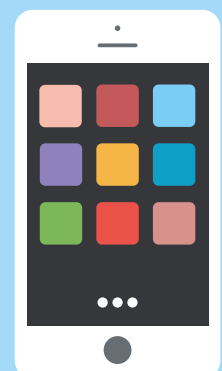
We will also be clear about what is possible and the next steps.



We'll take your needs into account and make **reasonable adjustments** where possible.

When you **call us** we will greet you, tell you the name of the person you are speaking with and the Team that we work in.

You can contact us by phone between the hours of 9am and 5pm, Monday to Friday excluding bank holidays. Outside of these times, you can use our growing number of online services available via our website and call our out-of-hours service about an emergency repair.





If our Customer Connect Team cannot provide you with a response to your initial contact, we will get one of our **specialist teams** to contact you.

If you ask for an **appointment or home visit**, we will work with you to try to arrange this at a time that suits you.

When we visit you, we will have photo identification to show you. If we are going to be delayed, we will contact you and let you know. If you are not home when we visit, we will leave a visiting card. When we are in your home, we will respect your home and your traditions.

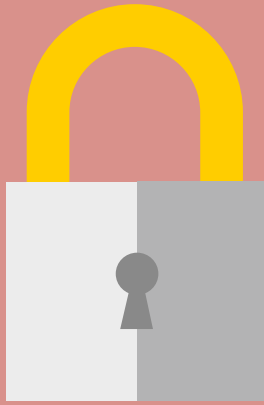


We will make it easy for you to share an issue or a **complaint** with us.

You will receive an acknowledgement when you make a complaint and we aim to provide you with a response in 10 working days.

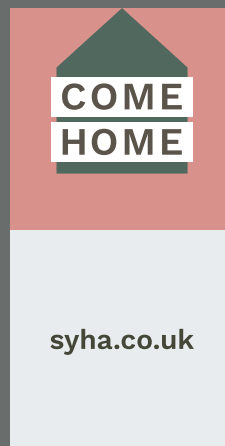
Via our website we will keep you **updated** on SYHA news and information about our services you may find of interest.





We will treat your **information** confidentially and comply with the Data Protection Act.

We will ask how **satisfied** you are and about your experience of our services. We'll use your views to influence, shape and improve our future services.



**South Yorkshire
Housing Association**
152 Rockingham Street
Sheffield, S1 4EB