

Rent Team Customer Service Standards

What you should expect to experience as one of our customers

The Rent Team is devoted to putting great customer service at the forefront of everything that we do. At the heart of this is our commitment to putting the needs of our customers first.

The following service standards reflect our promises to our external and internal customers, by way of defining what they should expect from us when they approach us for help.

We offer these standards in line with Oxford City Council's Corporate policies and procedures.

Our Commitments to you

- ✓ We will listen to you
- ✓ We will be polite, fair, and always show you respect
- ✓ The level of service that you receive will be consistent, and in line with our policies and procedures
- ✓ Our service will be transparent, and we shall be honest
- ✓ If we cannot help you we will try to advise you who can. This could mean making referrals to support services where appropriate
- ✓ Any solutions we offer will be realistic
- ✓ We will investigate options to resolve any issues you have, and clearly explain when we can help. Sometimes we may have to say no to your proposals
- ✓ We will do what we say we will do, when we say we will do it
- ✓ We will ask you if you can realistically afford any repayment contracts that we make
- ✓ We will use plain English in our communications
- ✓ We will provide interpreters, translate any information, and offer other aids to communication as required
- ✓ If we intend to take recovery action we will advise you of this
- ✓ Our offices will be accessible, and where you cannot reach us, we will arrange a meeting place more suitable to you.
- ✓ If we need to speak to you, we will use various methods of communication
- ✓ If a mistake is made we will apologise and aim to correct this as soon as possible
- ✓ We will encourage you to give us feedback about our service

When you contact us, what can you expect, and how long will you wait?

When you....drop into our office to speak to us about your rent

We will....

- Come down to speak to you
- Aim to resolve your query

You should expect to wait no more than....**One hour for this service**

When you....leave us an answerphone message

We will....

- Call you back

You should expect to wait no more than....**One day for this service**

When you....send us an email

We will....

- Reply to your email
- Aim to resolve your query
- Aim to supply requested information

You should expect to wait no more than....**5 working days for this service**

When you....contact us through our website

We will....

- Reply to your enquiry

You should expect to wait no more than....**5 working days for this service**

When you....make an enquiry on behalf of one of your constituents, if you are an MP, or Councillor

We will....

- Reply to your query
- Investigate your query. Where a full investigation is required this may take longer, but we will confirm this within the timeframe below.

You should expect to wait no more than....**5 working days for this service**

When you....write us a letter

We will....

- Reply to your letter
- We may reply by Phone, Email or Letter unless you specify a contact method
- Investigate your query. Where a full investigation is required this may take longer, but we will confirm this within the timeframe below.

You should expect to wait no more than....**5 working days for this service**

When you....Contact us through our website

We will....

- Reply to your enquiry
- Investigate your query. Where a full investigation is required this may take longer, but we will confirm this within the timeframe below.

You should expect to wait no more than....**5 working days for this service**

When you....make a complaint about our service

We will....

- Try to make direct contact with you to establish the nature of your complaint
- Investigate your complaint. Where a full investigation is required this may take longer, but we will confirm this within the timeframe below.

- Reply in writing to your complaint

You should expect to wait no more than....**10 working days for this service**

When you....ask us for a refund

We will....

- Investigate any other debts owed to the authority. If there are any found these will be cleared from any credit on your rent account before any refund is issued
- Issue you a refund via BACS

You should expect to wait no more than....**30 working days for this service**

In return we ask that you make the following commitments to us:

- ✓ Treat our staff politely, and with respect.
- ✓ Tell us about any changes to your circumstances that affect your ability to pay your rent
- ✓ Respond to any attempt that we make to contact you within the timescales requested

The levels of service that we offer here are reliant on the co-operation of all parties involved. This includes us, our partners and our customers.

We will keep our performance against these service standards under continuous review, and we welcome any comments, compliments or complaints that will help us to improve the service that we are offering.

If you would like to comment, or give us feedback about our commitments, then please contact us.

If at any time you feel that we have failed in any of our commitments, then please either contact us directly at rentsteam@oxford.gov.uk, or follow Oxford City Council's complaints procedure set out in the Complaint leaflet. This leaflet is available in all of our reception areas, or on our website at www.oxford.gov.uk.



DON'T LET IT GET OUT OF HAND
CALL US: 01865 249811
WWW.OXFORD.GOV.UK/HOUSINGRENT