

# Our promise to you

At Tower Hamlets Homes we want all residents to receive great services. Our promise to you tells you about the standard of service you can expect from us.

We believe that the best way to deliver great services is by listening to what you have to tell us and then acting on it – so, if we don't meet the promise, let us know.

## Keeping appointments:

- ✓ We will see you on time when we have offered you an appointment
- ✓ We will contact you if we have to change or cancel an appointment, giving you as much notice as possible, and telling you the reasons why
- ✓ For repairs appointments, our contractor will arrive within the agreed time frame. If this doesn't happen, we will say sorry and you can claim a compensation payment (please refer to our Repairs Service Standards)

## Our promise is to:

- ✓ Treat you fairly and with respect
- ✓ Listen to what you are saying – not assume we know
- ✓ Encourage you to get involved and have your say

## Our staff will:

- ✓ Wear Tower Hamlets Homes identification cards
- ✓ Greet you within 5 minutes when you visit our offices, find out your query and explain what happens next
- ✓ Introduce ourselves clearly and courteously
- ✓ Provide an interpretation and translation service on request, as well as information in other formats

## When you ring us we will:

- ✓ Answer your call within 7 rings, speaking clearly and giving you our name and section
- ✓ Take responsibility for dealing with your query
- ✓ If we need to check something, we will tell you when we plan to call you back and make sure that we do so

## When you write to us we will:

- ✓ Acknowledge your written enquiry (letters, emails and faxes) within 3 working days of receipt and send you a full reply within 10 working days
- ✓ Provide you with our contact details including full name, phone, fax and email

## If things go wrong we will:

- ✓ Acknowledge your complaint within 2 working days. Send you a reply to your complaint within 10 working days, after we have completed a full investigation (please refer to our Compliment, comments and complaints fact sheet)
- ✓ Be open and honest, doing our best to put things right as quickly as possible

You can contact us during normal office hours by telephone on ☎ 020 7364 5015, by fax on 📠 020 7364 7300, and by email to ✉ enquiry@towerhamletshomes.org.uk Our Head Office address is: Jack Dash House, 2 Lawn House Close, Marsh Wall, London E14 9YQ. You can also visit us at our Neighbourhood Housing Offices. You can report repair requests via our 24 hour freephone ☎ 0800 376 1637.

