



# Service standard: Communication

## Communication standards – a customer guide to what you can expect when you have contact with us

We are proud to offer a high standard of communication to all our customers and partners.

When you have any contact with us you can expect our staff to be friendly, polite and helpful.

### Our standards

We have set up a series of standards that our staff will adhere to.

#### If you write to NCHA:

- A member of staff will take responsibility for your enquiry.
- We will reply to your letter within ten working days from the date we receive it.
- If we cannot reply within ten working days we will let you know who is dealing with your enquiry and when you can expect a full response.

#### If you email NCHA:

- A member of staff will take responsibility for your enquiry.
- We will reply to you within five working days from the date we receive it.
- If we cannot reply within the timeframe we will let you know who is dealing with your enquiry and when you can expect a full response.

#### If you telephone NCHA:

- During office hours, we will aim to answer 100% of all calls within an average of ten seconds.

- When we answer the phone, we will tell you which department you have called and the name of the person you are speaking to.
- During busy periods your call to our main switchboard may be held in a queue; you will automatically be offered the option to leave your telephone number so that the next available member of staff can call you back.
- If you ring a member of staff's direct line and the call cannot be answered by the person you are trying to contact, the call will be answered by a member of their team or will be directed back to our reception.
- If you leave a message, we will return your call within one working day.

#### If you visit NCHA:

- Our reception areas will be clean and tidy, clearly signposted and easily accessible.
- All of our receptions are Disability Discrimination Act (DDA) compliant.
- If you have an appointment, we will endeavour to see you on time.

#### If we visit you:

- Our staff and contractors will be wearing photo identification or will have it available to show you (if you are unsure of the person's identity please contact your regional office or our Maintenance Department).
- When appropriate, we will make an appointment before visiting you.
- We will contact you as soon as we can if we can't keep an appointment.
- We ask that you do not smoke while staff are with you.



Compensation can be claimed if we do not meet these service standards.

### Acceptable behaviour

---

In return for our high standard of customer service, we expect all customers to behave in an acceptable manner towards all our staff. Our staff have a right to take further action if they receive abuse or threats (involving external agencies where appropriate).

### Treating people fairly

---

We promote equality and stop unfair discrimination in all aspects of our work and we will:

- Value diversity to improve our ability to deliver better services, and reduce disadvantage.
- Provide services that are responsive to the diverse needs of different individuals and communities.
- Accept that everyone has a right to their distinctive and diverse identities.
- Strive to have a workforce generally reflecting the population we serve.

### How we monitor these service standards

---

These service standards are monitored regularly by our Communications Department.

We will check them every three months and report on them to our Management Board and our tenant groups.

If you do not think we are meeting the standards set out above, please let us know.

### More information

---

For more information about the NCHA Communication Service Standards please contact:

Communications Department  
12/14 Pelham Road  
Sherwood Rise  
Nottingham  
NG5 1AP

Telephone: 0115 844 3009  
Email: [communications@ncha.org.uk](mailto:communications@ncha.org.uk)

### More information

---

If you do not think that we are meeting the standards set out above please let us know.

If you have any questions please contact NCHA.

### Contact details

---

Telephone:

0800 013 8555 / 0115 844 3150 (Main Switchboard)  
0800 317 861 / 0115 844 2931 (Maintenance)

Email: [info@ncha.org.uk](mailto:info@ncha.org.uk)

Web: [www.ncha.org.uk](http://www.ncha.org.uk)

Twitter: @nottscommha

Facebook: /nottinghamcommunityhousingassociation

NCHA Head Office  
12/14 Pelham Road  
Sherwood Rise  
Nottingham  
NG5 1AP

NCHA  
3 Forest Court  
New Ollerton  
Newark  
NG22 9PL

### Translation

---

By request we will do what is reasonable to provide copies of the wording of any document in another language or format.

Please telephone 0800 013 8555 / 0115 844 3150 or email [nottingham@ncha.org.uk](mailto:nottingham@ncha.org.uk)