

## Monitoring Soha's Customer Care standards (our '10 Solid Principles')

Standard – we will:	Performance report (31 Aug 09)	So that would be a ...
1. Answer the main phone line within 5 rings and the person answering will give you their name	<ul style="list-style-type: none"> <li>Target – 80%</li> <li>Current performance – 74.6% (year to date)</li> <li>Improved from 68.1% (March 09)</li> </ul>	 <b>improving</b>
2. Take a message if the person you are trying to contact is not available. We will ensure that someone phones you back within one working day	<ul style="list-style-type: none"> <li>Monitored through contact tracking system – currently 93.2%</li> <li>... but is this good enough? We want to consult with you!</li> </ul>	
3. Reply to your letters or emails within 10 working days, or send you an acknowledgement within 5 working days if a full reply requires more time	<ul style="list-style-type: none"> <li>Monitored through contact tracking system – currently 85.4%</li> <li>... but is this good enough? We want to consult with you!</li> </ul>	
4. Arrange appointments if needed, and do all we can to let you know if we cannot keep an appointment	<ul style="list-style-type: none"> <li>Repairs appointments - currently 83.2% of repairs calls were given an appointment (some such calls don't require an appointment)</li> <li>We have an 'appointment kept' target of 98% - to date it's running at 96%</li> </ul>	 <b>good but not quite there!</b>
5. Encourage you to make an appointment, but will aim to see you within 15 minute if you call into the office without an appointment	<ul style="list-style-type: none"> <li>Currently not formally monitored – but ...</li> <li>... anyone coming into reception without an appointment is seen if possible or an appointment is made. 742 people came into our Reception in the last two full months!</li> </ul>	
6. Offer to help you complete housing-related forms	<ul style="list-style-type: none"> <li>Housing or Customer Services staff help fill out forms on request</li> <li>Help with using the Choice-Based Lettings website through our Computer and Community Support Worker and in Reception</li> </ul>	
7. Investigate complaints about our service, and respond in writing within 10 working days	<ul style="list-style-type: none"> <li>2008-09: 108 complaints received. 90% acknowledged within 3 days and 83% receive written response within 10 days</li> <li>Aug 09 (year to date) 92 complaints received, 89 resolved. 93% acknowledged within 3 working days</li> </ul>	
8. Provide easy-to-understand literature and make it available in different languages, in larger type, in Braille or on CD	<ul style="list-style-type: none"> <li>91% of tenants feel Soha is good at keeping them informed about things that matter to them (Mar 09 STATUS survey)</li> </ul>	
9. Carry official identification	<ul style="list-style-type: none"> <li>Monitored through mystery shopping</li> </ul>	
10. Treat you equally, fairly and politely	<ul style="list-style-type: none"> <li>Annual diversity statistics</li> <li>Satisfaction with staff (STATUS) is high at 84%</li> <li>Satisfaction with staff and contractors (repairs and planned maintenance) is very high</li> <li><b>A new phone system will help us check all tenants receive a quality response</b></li> </ul>	

**These standards were reviewed with tenants in June 2009**