

As part of our strategic objective to put residents at the heart of our business, we have been working on setting Customer Service Standards. This is our commitment to provide you with excellent customer service.

We're currently improving our systems to make sure the customer service standards are accurately recorded and monitored. Once this work is complete, we will begin publishing performance reports. As part of this process, we'll also review and update the standards to make sure they reflect our new ways of working and resident needs.

ccha Customer Service Standards

If you call us via our main number we will:

- Answer the phone within 5 rings of you calling; after 5 rings, an automated messaging system will tell you the number you are in the queue.

If we are not available to take your call we will:

- 'Acknowledge' your phone call by calling back within 2 working days. Complex queries may require more information from you and more time to investigate.

If you write to us we will:

- 'Acknowledge' receipt of your letter within the next working day by telephone or text to let you know it has been received.
- Respond to your letter within 5 working days.

If you email us you will:

- Receive an automated acknowledgement to your email immediately from our group email accounts e.g., complaints@ccha.biz, so that you know we have received it.
- Receive a response to your email within 5 working days.

If you wish to visit us, please contact us first:

- Our office is open to residents using a booking system for face-to-face appointments, which need to be made in advance to avoid a wasted trip.
- When you contact us to make an appointment, we will aim to book you in to see someone within 7 working days.

When you contact us:

- We aim to ensure that you find us easy to deal with as your landlord.
- We will treat you fairly and with respect.