

Broadacres Customer Service Standards

These standards are what you can expect from Broadacres when you contact us or when we deliver services to your home.

What you can always expect from us:

- We will treat you with respect and courtesy
- We will ensure all colleagues are trained and professional in the service they deliver
- We will be on time for appointments; let you know beforehand if we need to change it and explain the delay
- We will keep you informed and updated so you know what's happening and when
- We will make sure the first person you deal with either answers your question or passes you onto the right person
- We will listen to and work with you to get things solved and ask where we could improve
- We will explain our reasons if we are unable to do something
- We will apologise if we get things wrong and aim to put it right
- We will provide a fair and equitable service to all our customers
- We will store your personal information securely and in line with data protection laws
- We will provide a range of options for you to comment on, scrutinise and get involved so you can decide how and when you want to work with us to improve our services.

Accessing our Services

Our Contact Centre is open between 8am and 6pm, Monday to Friday and we provide an out of hours service to deal with emergencies

You can access our online customer portal "My Broadacres" 24/7

We will ensure our website is up to date with information and easy to access

We will meet your specific needs if you need for example key documents translating, a larger print size, or braille.

Getting in Touch

The quickest way to get in touch with us is online using “My Broadacres”

You can also find lots of useful information on [Home - Broadacres](#)

You can contact our Contact Centre Team by completing a form, located in the [Contact - Broadacres](#) section of the website. We aim to respond to online contact to the Contact Centre by the end of the next working day.

My Broadacres

My Broadacres online portal is our safe and secure online customer portal that allows you to manage your account 24/7 to report repairs and choose an appointment slot, view outstanding repairs, check your rent balance, view tenancy details, make a general enquiry, plus more. To sign up for your “My Broadacres” online account visit broadacres.org.uk

When you email

When you email our Contact Centre team at info@broadacres.org.uk we will aim to provide a response to your enquiry by the end of the next working day. If our response takes longer, we will give you an estimated response time.

When you contact us on Social Media

When you contact us via our social media channels Facebook and Instagram, we aim to respond by the end of the next working day.

To note if you contact us outside our opening hours, your messages (email, online contact forms and social media) will be considered as received the next working day. For example, if you contact us on Friday after 6pm, we will aim to respond by the end of the next working Tuesday.

When you call us

When you call us on 01609 767900 our Contact Centre will be the first point of contact. The Contact Centre advisor will log and respond to your enquiry. The aim is to respond to your enquiry at first point of contact. If this is not possible, we will request that the right person gets back to you within five working days.

You can report emergency repairs when we are not open on 01609 767900. This is a “make safe service” not a full repair. You will get help with your emergency and once it’s been made safe, they will let us know you called and if necessary, we can follow this up when we re-open.

When you write to us

When you write to us, we’ll aim to respond within five working days. We will tell you if it is going to take longer to reply in full.

When we visit you

We'll arrive on time if visiting you in your home (or let you know if we are likely to be late) and will always show ID.

Office Appointments

We can arrange to meet you at one of our offices between 8:45 and 5:15 Monday to Friday

Repairs

We will respond to repairs within the relevant timescales below.

Repair Type	Response Time
Emergency	24 hours
Urgent	5 working days
Routine	28 working days
Planned	60 working days
Major works	90 working days
Recall	5 working days

We will keep you updated on your repair by sending you a text to confirm your appointment and let you know when we are on route.

We will prioritise getting the repair done right first time.

Anti-Social Behaviour

We will give clear definitions of what qualifies as ASB

We will listen to your report of ASB and take it seriously

- We will make initial contact within 1 working day for serious ASB and 3 working days for all other cases.

We will agree an action plan with you around roles and responsibilities.

Making a Complaint

- We will acknowledge your complaint within 5 working days
- We will provide you with a stage 1 response within 10 working days of your acknowledgment, unless we have agreed to extend the investigation. We will then respond within 20 working days.
- We will use the findings of your complaint to improve the services and processes we have in place.

Rent and Service Charges

We will offer you different ways to pay your rent and service charges so you can choose the one that's easiest for you.

We will contact you promptly if you get behind with your rent or service charge payments

We will be sensitive and supportive if you are having financial difficulties, and work with you to find a manageable way for you to pay off your rent debts.

Keeping you Safe

- We will carry out an annual gas safety check in every home with a gas supply
- We will carry out an electrical safety check in every home every 5 years
- We will give you advance notice of safety checks being carried out.

Involving you

We will provide a range of options for you to comment on, scrutinise and get involved so you can decide how and when you want to work with us to improve our services. We will measure this by letting you know what we have changed because of your feedback and involvement.

We will consult with you via surveys, meetings, letters, and walkabouts to establish a view about the overall quality of our services and homes we provide. We will fully consider your feedback before making a final decision.

We will share and promote our comments, complaints and compliments process to allow us to continuously improve the way in which we deliver services

We will measure how satisfied customers are with our services and use your feedback to improve performance.

We ask that in return you

- Treat all colleagues and contractors with respect
- Be considerate and polite to us and other customers
- Keep to the terms of your tenancy
- Provide the information we need to deliver our services
- Give us reasonable and timely access to your home when required
- Keep any appointments you have with us or let us know in advance if you need to reschedule
- Keep contacts to a reasonable level to make sure we can provide a fair service to all customers
- Be open and honest about any reasonable adjustments you need and any in the future
- Please do not smoke, and keep pets under control while our colleagues and contractors are in your home
- Ask us to explain anything you are not sure about