

## Report of the Chief Executive

**CUSTOMER PROMISES**1. Purpose of report

To seek approval from the Committee for the adoption of a set of Customer Promises across the work of the Housing Department.

2. Background

Housing Staff attended a staff conference in December 2017 and were asked how the Housing Service can offer excellent customer service to a consistent standard across all service areas. Staff were asked to identify the key elements of excellent customer service. These ideas were used to create a draft set of customer promises.

3. Detail

The draft promises were discussed with the Resident Involvement Group. A decision was made to call them Customer Promises as they apply to all services offered by the Housing Service which includes tenants, leaseholders, housing applicants, homeless applicants and lifeline customers.

The Customer Promises are set out below:

Broxtowe Borough Council Housing Department will:

- Work together as one team to provide an excellent housing service
- Treat all customers with respect
- Be friendly, honest, polite and professional
- Be sensitive to individual needs and considerate to vulnerabilities
- Remain open minded and non-judgemental
- Ensure that staff are knowledgeable and able to provide correct and helpful advice
- Ensure that we are approachable and contact customers when requested or required
- Ensure that personal information remains confidential
- Seek to improve services by learning from complaints and asking for opinions on our service.

3. Financial implications

There are no financial implications arising from this matter.

**Recommendation**

**The Committee is asked to RESOLVE that the adoption of the Customer Promises by the Housing Service be approved.**

Background papers

Nil