

Access and Customer Care

Customer Care and Access is about how easy you find it to contact us, how well we deal with your enquiries and how we listen to and deal with your feedback on our services.

Aspire are committed to delivering excellent customer services and these commitments and standards show the minimum level of treatment that you can expect no matter how you contact us, or who you speak to.

OUR COMMITMENT TO YOU

- We want you to find it easy to contact us by phone, in person at our offices or in your home, by letter, email, text message or via our website.
- We ensure that there are a variety of ways in which you can contact us and that we operate opening times to suit your needs including Saturday mornings.
- We want all of our customers to receive prompt, polite, fair and positive service from our staff.
- If you visit our offices and staff are not immediately available to deal with your query we will make an appointment for you.
- We believe in the fundamental principles of equality and diversity. We are committed to seeking equal outcomes, as well as equality of opportunities, in terms of the services we deliver to our customers.
- Where you have requested it, we can make documents available in alternative formats including large print, audio and translation.
- We aim to increase the number of services you can access through our website to improve your choice of what you do, when and how .
- We will actively identify when customers are dissatisfied and encourage them to use our complaints procedure in order to learn and improve services.
- We will test how the costs and quality of our services to you compare with those provided by other landlords and tell you what we find in our annual efficiency report.
- We will monitor customer satisfaction with our customer services and report our performance to you through our newsletter and website.

STANDARDS WE WILL MONITOR

- When you contact us by letter or email you will receive a full response to your enquiry within 10 working days.
- We will answer telephone calls promptly, with a minimum of 80% of calls answered within 30 seconds and 98% of calls answered within 60 seconds.
- If we are unable to transfer your call to a specific member of staff, we will ensure your call is returned within an agreed period (not more than 2 working days).
- We will acknowledge all complaints in writing within three working days of receipt and provide a full written response for at least 95% of complaints in line with the timescales set out in our complaints procedure.