



# Customer Charter



Developing neighbourhoods in Preston



CGA is committed to offering all our customers world class customer service which meets your needs. To achieve this we promise that we will deliver the following:

### **Contacting Us By Telephone**

- We will provide office cover for all teams between the hours of 9am and 5 pm
- We will answer all calls within 5 rings
- If you come through to the wrong department we will transfer you to the correct department
- If the person you wish to speak to is not available we will aim to deal with your query or arrange for the appropriate person to call you back at an agreed time
- We will return all messages within 1 working day
- We will always offer to call you back if you are calling from a mobile

### **E-mailing Us**

- If you e-mail any of our team e-mail addresses such as [rents@communitygateway.co.uk](mailto:rents@communitygateway.co.uk) we will answer your e-mail within 1 working day
- If you e-mail an individual member of staff we will also reply to your e-mail within 1 working day unless the member of staff is on leave or away from the office for longer than 1 day. If this is the case, you will receive a message immediately to let you know we are away from the office and when we expect to return. We will always give you an alternative contact if your query is urgent

## Writing To Us

- We will provide a response to all letters within 5 working days from the day we receive it
- All our letters will be written in plain English and we will avoid technical jargon
- We will provide any of our correspondence in other languages or formats upon request within 10 working days
- We will always provide you with the name and telephone number for the individual member of staff dealing with your query
- If we cannot deal with your query within the timescales set we will advise you of this, tell you what we are doing to resolve the query and advise you when we expect to be able to provide a final response

## Visiting our Offices

- If you have an appointment with a member of staff at any of our offices we will not keep you waiting longer than 5 minutes
- If you attend our offices without an appointment we will see you within 15 minutes of arrival
- If you do not have an appointment it may not always be possible to see the person responsible for your query but we will always offer you the most appropriate solution for your needs which may be setting up an alternative appointment, being seen by someone else or advising you how long you will need to wait until the relevant person will be available.
- We will ensure our reception areas are friendly and welcoming and will have private interview areas available to discuss your query, tea/coffee/juice available, w.c's and induction loops.
- We will ensure that all public areas and services are accessible and suitable for disabled customers and those with young children



## Visiting You In your Home

- When we visit you in your home we will always make an appointment at a time that is convenient to you and where possible give you 24 hours notice
- If we are going to be early or late, we will telephone you to advise you. If we cannot contact you by telephone and we call early we will always return at the agreed time if the time of arrival is not convenient for you
- We will not carry out any cold calling unless the issue is of a serious nature you have failed to respond to our letters or telephone calls or we are carrying out consultation in your area
- If you are not in we will leave you a card showing who called, when they called and their contact details
- All CGA staff and contractors will produce ID when calling at your home
- We will always offer to visit you in your home if you do not wish to discuss your query on the telephone or attend our offices
- We will always respect your home, we will not use facilities without permission and we will not smoke in your property

## General Service

- We will make sure that all information that we hold about you on our computer systems or files is accurate, up to date and secure
- We will be polite, friendly, approachable and helpful, giving you 100% of our attention at all times.
- We will always do what we say and will never promise what we cannot deliver
- We will always aim to give you the right answer at the first point of contact but will continue to assist you if your query is on-going
- We will arrange for an Interpretation service for customers who do not speak English

## Feedback

- We will measure our performance against this charter and let you know how we are performing. We will publish the results on our website and in the Gateway News newsletter for CGA tenants.



## Want to know more?

To find out more about our service, please contact:

### **Community Gateway Association**

Deltic House, West Strand,  
Preston PR1 8UY

t: 0800 953 0213

Opening hours 9.00am to 5.00pm

Monday to Friday

### **City Centre Office**

Unit 17/19 St John's Centre,  
Lancaster Way, Preston PR1 1FB

Opening hours 9.00am to 5.00pm

Mon, Tues, Weds, Friday

and 10.30am to 6.00pm on Thursday

If you live in the Moor Nook area you can also speak to the

### **Moor Nook EMB**

Langden Drive, Ribbleton, Preston

t: 01772 268005

Opening hours 9.00am to 12.30pm

Monday to Friday

Other contact details:

e: [info@communitygateway.co.uk](mailto:info@communitygateway.co.uk)

w: [www.communitygateway.co.uk](http://www.communitygateway.co.uk)