



Erimus Housing Service Standards

Customer Services

1. When you telephone our contact centre we aim to have a member of our team answering your call within 20 seconds.
2. We aim to deal with 75% of all calls at the first point of contact, with no need to refer customers to other teams to complete the enquiry.
3. We aim to respond to all written correspondence, including emails, within seven working days.
4. We aim to provide you with a name and telephone number of who to contact in all correspondence we send to you.
5. We aim to acknowledge all correspondence as soon as it is received.
6. All customers who visit our offices will be seen by our reception staff within five minutes.
7. We aim to respond to customer complaints within the timescales set out within our policy document.