

## **City Building (Contracts) LLP Customer Charter**

At City Building, where we are "Building a Sustainable Future", we are committed to delivering a consistently high quality of service to our customers.

This Charter explains what we mean by this.

At City Building we believe in listening to our customers – we record and analyse the comments our customers make to us. We recognise from this feedback what our customers want and what they expect from our employees. The standards below reflect what our customers say they want. You can expect our employees to keep to them.

As with any business, it is possible that problems or mistakes may occasionally occur. Our Customer Charter sets out how we will handle any complaints and also reinforces our core customer-driven values.

### **Being professional**

- We will do what we promise to do right first time.
- We will meet the times we agree with you for completing repairs and maintenance tasks.
- We will be friendly, helpful and polite when we meet you.
- We will treat you fairly and with respect at all times.
- We will provide a professional and caring service.
- We will minimise any adverse negative impact on surrounding communities and the natural environment.

### **Providing correct information**

- We will ensure that any information we give you is accurate.
- We will never promise something that we cannot deliver.
- We will agree with you the service that we intend to deliver.
- We will answer your questions fully and explain our actions and decisions to the best of our ability.
- We will tell you who is dealing with your enquiries and what is happening if there is any delay.
- We will make it easy for you to get the information you need in ways that suit you.

### **Respond well**

We will be easy to get in touch with through a range of options explained on our website [www.citybuildingglasgow.co.uk](http://www.citybuildingglasgow.co.uk)

- Our Contact Centre Freephone number is 0800 595 595.
- Our Contact Centre is open 24 hours a day, 7 days a week for all customer enquiries.
- Our Head Office number is 0141 287 2200.
- Our Head Office is open from 08.00 to 17.00 Monday to Thursday and 08.00 to 16.00 Friday for all enquiries.
- We aim to answer your call within 5 rings.
- We will put you through to the right person to deal with your enquiry.
- If we cannot answer your enquiry immediately, a member of staff will phone you back within 2 hours.

- If this is not possible, we will tell you and tell you when you can expect a full response.
- If we make an appointment with you, we will see you on time.
- If you call at our head office without an appointment, a member of staff will see you within 10 minutes.
- We will respond to written or electronic enquiries with a full and clear reply within 5 working days.
- If this is not possible, we will acknowledge your enquiry, explain why there is a delay and advise when you can expect a full reply and from whom.

## **Repairs**

We give priority to repair requests according to their urgency. Details are provided in the handbooks and other documents provided to you by your landlord or Factor.

## **Complaints**

- If you feel you have cause to complain, we will listen and take note of what you tell us.
- We will try to resolve your complaint at the first contact.
- If this is not possible, we will respond in the same format as you contacted us e.g. email within 5 working days or acknowledge your complaint within 3 working days and advise you we are making further enquiries.
- If you remain unhappy after our initial response, or further enquiries are needed, we will agree with you a suitable time for response that is within 20 working days.

We ask that you

- Let us know if something goes wrong; we want to help.
- Be available for any appointment you have made with us (if you cannot do so, please ring 0800 595 595 and let us know).
- Be considerate and polite to our employees who will always try to help you.

## **Your Information**

We value your privacy and will take care of your information, only using it to provide you with a service.

Full details of how we will manage your information, including how long we will retain it is available on our website [www.citybuildingglasgow.co.uk](http://www.citybuildingglasgow.co.uk).

This charter will be reviewed Annually.