



Contacting us to request a service

Our Customer Contact Centre provides a high quality service to all our customers dealing with a wide range of queries including repairs, rent accounts, housing management and homelessness.

You can get in touch to access our services in a variety of ways to suit your needs.

What we will do

We will make it easy for you to contact us and support you to use our online services. It's important to us that where possible, you can access information and use services wherever and whenever is best for you.

You can do this a range of ways using:

- My SCH Account
- Telephone
- Email
- Text
- Website
- Type talk

At SCH we know that being able to access services easily on line and at your convenience, is important to you.

Our online service My SCH Account will:

- Enable you to report a repair, book an appointment or cancel a repair 24 hours a day.
- Help you to keep track of your finances easily. You can check your account balance and make payments on line whenever you choose.
- Let you check and update the personal details we hold for you.

When you need to speak to one of the team, you can call or email us for issues that are urgent or too complex to deal with online.



We will:

- Ensure its quick and easy to speak directly to one of our team.
- To resolve 85% of customer queries the first time you contact us. If we can't do this, we will work hard to resolve things for you and tell you when you will have a reply.
- Provide a high quality and excellent customer experience, aiming to achieve 90% Customer Satisfaction.
- Ensure our teams are knowledgeable, highly-trained friendly and professional to help with your enquiry.
- We will communicate clearly so you know what we are going to do to help you in a way that meets your needs.
- Go the extra mile to support customers who may be vulnerable and require additional support.
- Invest in our people to ensure they have the right skills to support every customer.

We know that things sometimes don't go to plan, and when this happens you can expect:

- Our team to be patient and listen to your concerns.
- We will always apologise when we get things wrong, and work hard to put them right.
- Ensure we take your views on board to help improve for the future.
- Always treat you fairly and with respect.

We ask you to:

- Be respectful and polite to our staff, we will always do our best to help you.
- Keep us informed of any changes to your personal details that may affect the services we provide to you.
- Let us know if you need extra help or support when you contact us. We aim to tailor our service to meet your needs.
- Give us feedback about your experience with us to help us learn and improve our services.
- Use our online services if you can and be open to try new ways of getting in touch. So even at busy times, we can then help everybody as quickly as possible.

How will we keep a check on our standards

We will:

At SCH we know that constantly checking how well we are doing and engaging with our customers will make us better. We are committed to:

- Send each customer a feedback survey to measure how satisfied you are with our service and our Contact Centre Team.
- Evaluating all feedback to improve our customers experience with our service.
- Constantly monitor our performance standards to ensure we are delivering against them, and act quickly if we are not.

We will report on our performance against the Service Standards:

- In our Annual Report we will tell how well we have managed our Customer Contact Service.
- Our target for 2020/21 is to:
 - ✓ Achieve a customer satisfaction rating of 90% with the customer contact centre.
 - ✓ Resolve 85% of customer enquiries at the first point of contact – contact centre.
 - ✓ Percentage of tenants using the customer portal to increase to 20%.

We will provide up-to-date information

- about our services through our quarterly newsletter.
- on our website at www.solihullcommunityhousing.org.uk
- on Facebook, Twitter and Instagram for you to see what we are up to.

We will review our Service Standards

When we:

- Review our targets when reviewing our annual service delivery plan.
- Update our policies or review our services.
- When your valued feedback is telling us we need to look at things again.

