

To achieve these standards

we will also follow the guidelines already published in the following documents:

- U Tenants Handbook
- U Tenancy Agreement
- U Health and Safety Policy
- U Equal Opportunities Policy
- U Complaints and Compensation Policy

For more detailed information about our services

please contact your local office.

Exeter Office

Tel: 01392 252566

North Devon Office

Tel: 01271 340310

Plymouth Office

Tel: 01752 229395

East Cornwall Office

Tel: 01579 340404

West Cornwall Office

Tel: 01872 267300

Leasehold Management

Tel: 01872 260621

Sheltered Housing

Tel: 01579 347785

Shared Ownership

Tel: 01752 229395

Supported Housing

Tel: 01752 229395

Foyers

Launceston

Tel: 01566 773050

Padstow

Tel: 01841 532749

Plymouth

Tel: 01752 256880

Redruth

Tel: 01209 314539

Torbay

Tel: 01803 316632

Care & Repair

Mid Devon

Tel: 01884 255587

North Devon

Tel: 01271 326141

Plymouth

Tel: 01752 221933

South Hams

Tel: 01752 896652

Teignbridge

Tel: 01626 355793

West Devon

Tel: 01822 613638

Carrick

Tel: 01872 260777

West Cornwall

Tel: 01326 561023

Service standards

for our customers

Service standards for our customers

Devon and Cornwall Housing aims to put customers first. We have listened to your comments about our service and with your help we have produced these service standards.

Visiting us

- U reception areas will be welcoming and up to date leaflets, posters and information will be available
- U if you have an appointment, we will see you within five minutes of the appointment time
- U if you do not have an appointment, we will aim to see you within fifteen minutes
- U we will use a private interview room, if you prefer
- U office opening hours will be clearly displayed
- U we are working towards making all our offices accessible to everyone

Our staff

- U will tell you their name
- U will treat you fairly, with courtesy, consideration and respect
- U will help you as efficiently and as quickly as possible

Visiting you

- U we will always carry identification
- U we will make sure all our contractors carry identification, and are polite, tidy and courteous
- U if we have to change or cancel an appointment, we will tell you as soon as possible

Telephone calls

- U we aim to answer your call within six rings
- U we will provide an answer phone service when staff are not available, and we aim to return calls within one working day
- U our voicemail messages will be up to date

E-mail

- U we will respond to your e-mail within five working days

Letters

- U we will reply to your letter within 10 working days.
If we can't give you a full reply within that time, we will tell you when you can expect us to contact you again

Consulting you

- U your views and ideas are important to us. We will seek your opinions and use them to improve our service

Complaints

- U we will investigate and deal with all complaints promptly.
- U you can get a copy of the complaints policy from our offices.
- U please let us know if we have failed in any of our service standards