

Customer Contact Service Standards

Our commitments to you

When you email or send a letter to Origin, we aim to:

- Provide an acknowledgement within 3 working days
- Respond to your enquiry within 10 working days
- Let you know within 5 working days if we will not be able to provide a response to your enquiry within the 10 working days. At this time we will let you know the new date by which we will provide a response

When you call Origin, we aim to:

- Answer your call promptly
- Tell you who you are speaking to
- Return your voicemail messages within one working day

When you visit an Origin office, we aim to:

- Greet you on time if you have an appointment
- Have someone available who can help you within 10 minutes of your arrival, if you visit us without an appointment

If you would like Origin to visit you in your home, we aim to:

- Introduce ourselves and carry identification at all times
- Be on time if we have made an appointment and inform you if we are going to be delayed, in advance of the appointment time

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We aim to make Origin accessible by:

- Ensuring that our offices and scheme receptions are accessible for everyone
- Providing information in a clear and accessible format, and supplying information in large print, a different language or another alternative format where appropriate
- Ensuring that our office receptions are open as follows:
 - ⇒ Eversholt Street: 8.30am to 5pm
 - ⇒ Watermill Lane: 9am to 5pm
 - ⇒ Randolph Street: 9am to 5pm
 - ⇒ Lister Hospital: 9am to 5pm

We will keep you informed by:

- Publicising all changes that may affect you
- Publishing news on how we are performing at least every three months

When we fall down on the commitments that we have made, we want to know:

- If this happens please contact another member of staff or our Customer Services Team on 0800 040 7989 or enquiries@originhousing.org.uk We will make things right for you as soon as possible when you do this