

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.

Bromford Living
Tel 0845 60 50 603
Minicom 0800 916 0548
Email nwm@bromford.co.uk

Fosseway Living
Cotswolds & Wiltshire
Tel 0845 050 4034
Minicom 01285 641253
Email info@fosseway.com

Fosseway Living
Gloucestershire & Worcestershire
Tel 0845 60 50 609
Minicom 01285 641253
Email sw@fosseway.com

HomeZone Living
Tel 01543 420800
Minicom 01543 420878
Email customerservices@homezonehousing.org.uk

Group Home Ownership Services
Tel 0845 60 50 610
Email ghos@bromford.co.uk

If you are a customer of Bromford Support, please speak to the Bromford colleague who is working with you for more information.



www.bromfordgroup.co.uk

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Our Customer Service Promise



Bromford
Group 

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Our commitment to high standards is at the heart of everything we do. We aim to offer all of our customers a consistently high quality of service which is professional, fair and friendly at all times.

Every time we are in contact with you we will:

- treat you with courtesy and respect
- deal with your enquiry promptly and efficiently
- give our name
- wear a name badge
- respond clearly and honestly
- treat you fairly, consistently with others, and without unlawful discrimination, in line with our policies and procedures
- take account of any special requirements you may have such as sign language, interpretation and translation
- respect your right to privacy and confidentiality at all times.

When you contact us by telephone we will:

- answer your call within 20 seconds.
- return all messages by no later than the end of the next working day
- resolve 80 % of all enquiries at the first point of contact.

When you visit our offices we will:

- see you within 10 minutes
- Arrange for you to see the person that you have requested to see, if they are available or make an alternative arrangement if not
- ensure you are seen by someone of the same sex as you, if you tell us this is important to you
- provide a comfortable, non-smoking, accessible environment for you
- see you in a private interview room if you request it.

When we visit your home we will:

- respect your home and culture
- keep our appointments unless we have informed you that we need to cancel
- carry and show an identification card
- visit you out of normal office hours if there are special circumstances.

When we receive a letter, e-mail or text from you we will:

- reply within five working days, giving the name, job title and contact details of the person replying.

When we write to you we will:

- be clear and easy to understand.

We will make various information available, including:

- a range of up-to-date leaflets
- copies of our policies
- an annual report on our performance as a landlord
- publications in various translations, large print, Braille and audiotape formats, where appropriate
- a customer-friendly website.

Access to personal information:

- We recognise that personal information is confidential and we are committed to and support the principles of data protection law.
- On request, you may see the personal information that we hold about you.

If we have made a mistake or you are unhappy with our performance, we will:

- tell you about our complaints procedure and show you how to use it. There are three stages to it.
- aim to deal with most complaints at stage 1 within 14 days and complete all three stages in a maximum of 8 weeks
- view your complaint as an opportunity to learn from our mistakes and provide a better service in the future.

Your opinions – consultation and feedback

- We are committed to involving and listening to our customers on all aspects of our services.
- We will carry out regular surveys of residents and use this information to improve our service.