



Our commitment

We offer a variety of ways to contact us so you can choose the most convenient and accessible option for you.

Every time you contact us, we will be:

- 1 **Understanding.** We listen, show empathy, and treat you with respect and courtesy at all times.
- 2 **Relevant.** We tailor our approach to your needs.
- 3 **Clear and consistent.** We communicate without jargon and make sure there's no room for doubt.
- 4 **Effortless.** We make it easy for you to get what you need.
- 5 **Reliable.** We do what we say we will.



How to contact us

 **Phone.**

 **Website:** live chat and web forms.

 **Customer portal.**

 **Social media.**

 **Email.**

 **Post.**

 **In person:** at our offices, in one of our community hubs or at your home.

Our response times

 **Phone calls:** same day, including a callback by 5pm if requested*

 **Live Chat:** picked up within 90 seconds.

 **Emails / web forms:** up to five working days.

 **Social media:** up to two working days.

 **Customer portal messages:** three working days.



**Call backs arranged by specialist teams may vary depending on demand but should be made within three working days.*



Service Standard

Contacting us



Our availability:

-  **Standard hours:** Monday–Friday, 9am–5pm.
-  **Emergency repairs or anti-social behaviour:**
24/7 via our dedicated emergency phone line. If you are deaf, hard of hearing or unable to speak on the phone, we also have an out of hours live chat on our website www.irwellvalley.co.uk **www.irwellvalley.co.uk**.

Details of what counts as an emergency are [here](#) on our website.

www.irwellvalley.co.uk/for-customers/repairs-and-maintenance/report-a-repair



How we can work together to meet this standard

- ✓ Treat our team with courtesy and respect.
- ✓ Let us know about any circumstances or requirements that affect how we communicate with you, so we can provide the best possible service.

Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our Customer Service Team to let us know.

We are committed to providing fair, equitable, and inclusive services for everyone. Services we can provide include:

- ✓ Translation and interpretation.
- ✓ Written contact options if you are unable or prefer not to speak on the phone.
- ✓ A phone line for customers without digital access.
- ✓ British Sign Language (BSL) interpretation for in-person contact.
- ✓ The option to nominate a trusted person who we can speak to on your behalf.



If we don't meet this standard

- ✓ Ask to speak to the **Customer Service Team Leader** – they will explore the issue, address your concerns and escalate if needed.
- ✓ Make a complaint – find out what to expect from our **Complaints Service** [here](#).

How we check we're meeting this standard

- ✓ We track and report on the quality of calls every three months.
- ✓ We use feedback from surveys, compliments, complaints and general comments to improve our service, acting on specific concerns and identifying trends.
- ✓ We support the Resident Scrutiny Panel and other customer involvement groups with any reviews they carry out and explore and implement actions they recommend.
- ✓ We review these standards in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.

