

Customer Service Standards

Our Service Standards are the promises we make to you, our customers, about the level of service you can expect to receive from us at West Kent. These standards have been developed with residents. Your involvement has helped us make sure that these standards reflect your priorities and expectations.

When you contact us, you can always expect us to:

- Treat you with respect and courtesy
- Be easily contactable in whichever way you wish to contact us
- Keep you informed and updated so you know what's happening and when
- Listen to and work with you to get things solved and ask you where we could improve
- Provide translation and interpretation services
- Ensure the services we provide are fair and free from discrimination
- Ensure all staff are trained and professional in the service they deliver
- Store your personal information securely and in line with data protection laws

Getting in touch

The quickest way to get in touch with us is online, 'My West Kent' or email.

Online

You can find lots of useful information on our website [westkent.org](https://www.westkent.org)

You can contact our customer services team by completing a form, located in the '[Contact Us](#)' section of the website. We aim to respond to online contact to the customer services team by the end of next working day*.

My West Kent

My West Kent online portal is our safe and secure online resident site that allows you to manage your account 24/7 to report repairs and choose an appointment slot, view outstanding repairs, check your rent balance, view your tenancy details, make a general enquiry, plus more. To sign up for your My West Kent online account visit [westkent.org](https://www.westkent.org)

When you email us

When you email our customer services team at help@wkha.org.uk, you'll receive an auto response confirming receipt of your email. We aim to provide a response to general enquiries by the end of the next working day*. We will tell you if your response will take longer and give you an estimated response time.

When you email any other team or staff member directly, we'll aim to respond within five working days. We will tell you if it is going to take longer than five working days to reply in full.

When you contact us on social media

You can contact us via our social media channels Facebook and Twitter. We aim to respond by the end of the next working day*.

**Note: If you contact us outside of office hours, your message (email, online contact form and social media) will be considered as received the next working day. For example, if you contact us on Friday after 4:45 pm, we will aim to respond by end of working day Tuesday.*

When you call us

When you call us on 01732 749 400 or 0800 169 1122 (freephone), our customer service team will be the first point of contact. The customer service advisor will log and respond to your enquiry. Where we are not able to answer your call quickly, we will provide you with a call back option whereby we will hold your place in the queue and phone you back when staff become available.

If you want to speak to a specific person and they are not available, we will arrange for them to call you back within five working days. If that person is away and not returning within this period, a different member of the team will contact you.

You can pay your rent over the phone using our secure 24-hour automated payment line 01732 749 442. (You need to enter your tenancy reference to access the automated payment line.)

You can also report an emergency repair when our offices are closed on 0800 169 1122.

Our out of hours service is a 'make-safe-service', not a full repair. You'll get help with your emergency and once it's been made safe, they'll let us know you called and if necessary, we can follow this up with you when we re-open.

When you write to us

You can write to us at: West Kent, 101 London Road, Sevenoaks, Kent, TN13 1AX

When you write to us, we'll aim to respond within five working days. We will tell you if it is going to take longer than five working days to reply in full.

When we visit you

We'll arrive on time if visiting you in your home (or let you know if we are likely to be late) and always show ID.

Office appointments

Our offices are open for appointments only between 8.45am and 5.15pm, Monday to Thursday and 8.45am to 4.45pm on Friday.

Getting things done

We aim to get things done right first time

Whether you're giving us a call or we're visiting you at home – we'll aim to get most things sorted there and then.

When it's more complicated

For things that are more complicated or need several teams to fix you can always expect that:

- We'll tell you which team we're passing your enquiry on to and clearly explain next steps
- We'll ask you how you'd like us to update you – by phone, email, or letter
- The team responsible will get back to you within five working days, either to say they've fixed the issue or they're still looking into it

Whatever we do, we'll keep you updated and explain why we need more time We will fully investigate any concerns, complaints or comments raised, and inform you of the outcome, including what action we intend to take.

Thinking ahead

We'll keep you updated on things that may affect you via our communication channels, including Neighbourhood News, notice boards, our website, and social media channels.

When something might affect you financially, we'll tell you in plenty of time before it happens so there are no surprises.

We will provide a range of options for getting involved so you can decide how and when to work with us to improve our services. We will measure this by letting you know what we have changed because of your involvement and feedback.

We will consult with you via surveys, meetings, letters, and walkabouts to establish a view about the overall quality of our services and homes we provide. We'll fully consider your feedback before making a final decision.

How will you know if we are keeping our promises?

- We will report our performance to our resident scrutiny panel and will also publish performance information on the website and in our residents' annual report.
- We will do surveys to ask for your opinion on our services and share the results with you for example in Neighbourhood News
- These standards will be reviewed annually, and we will ask residents to help us do this.
- We will monitor performance reliability and quality through complaints monitoring, satisfaction surveys and through internal quality audits.
- We will ensure all staff are trained and professional in the service they deliver.

Other linked service standards:

- Home Standard – Moving in; Living in your home; Moving out
- Maintaining your home – Repairs and Maintenance

Other linked policies:

- Complaints Policy
- Data protection policy