

CUSTOMER SERVICE COMMITMENTS

Putting the customer at the heart of our service

OUR POSITIVE COMMITMENT

Promise - Keep the promises we make

Ownership - My customer my responsibility

Smile - Make a lasting impression

Innovation - Always improve the customer experience

Think - Put ourselves in the customers shoes

Voice - Use feedback to develop

Easy - Make it simple

OUR CONTACT US PROMISE

- To answer the phone within 5 rings.*
- To answer all emails within 2 hour wherever possible*.
- To acknowledge complaints within 24 hours of receipt either written or verbally*
- Social media Queries - we aim to respond to all queries within 30 minutes but will guarantee a response within 24 hours*

*we will do this between the hours of 8:30 to 17:00 hrs Mon – Friday, all out of hours contact will follow the process set by your landlord.

MEARS COMMITMENT'S TO SERVICE CODE

- Drive and park courteously at all times]
- Introduce yourself clearly
- Show your ID
- Explain the work clearly
- Behave in a polite and courteous manner
- Clear and remove all waste or make collection arrangements
- Never smoke in a property
- Always think safety
- Always wear the correct uniform for identity purposes



MEARS

Making People *Smile*