

Important addresses

Head Office

5 - 8 Dunton Court, Aston Road, Laindon, Essex SS15 6NX

T: 01268 465050

Emergency out of hours: 01268 286622

Property Services

Alpi House, 6 Miles Gray Road,

Basildon, Essex SS14 3HJ

Monday to Friday 9am - 5pm

Voids (empty homes)

T: 01268 465351 | Fax: 01268 465378

Email: housingvoids@sgch.org.uk

Repairs and Maintenance

T: 01268 465000 | Fax: 01268 465376 | Email: repairs@sgch.org.uk

Gas Service Centre

Unit 11, Hovefields Court, Hovefield Avenue,

Burnt Mills Industrial Estate, Basildon, Essex SS14 1EB

T: 01268 596600 | Fax: 08702 429429

Email: gascentre@sgch.org.uk

Area Housing Offices

Central Area Housing Office

The Basildon Centre, St Martin's Square, Basildon, Essex SS14 1DL

T: 01268 465111 | Fax: 01268 465159 | Email: centralareahousing@sgch.org.uk

Felmores Area Housing Office

13 Felmores End, Basildon, Essex SS13 1PW

T: 01268 465200 | Fax: 01268 465206 | Email: felmoresareahousing@sgch.org.uk

Laindon Area Housing Office

5-8 Dunton Court, Aston Road, Laindon, Essex SS15 6NX

T: 01268 465161 | Fax: 01268 465162 | Email: laindonareahousing@sgch.org.uk

Pitsea Area Housing Office

13 Northlands Pavement, Pitsea, Basildon, Essex SS13 3DU

T: 01268 465010 | Fax: 01268 465031 | Email: pitseaareahousing@sgch.org.uk

Our Area Housing Offices are open for our customers to use during the following times: Mon - Fri 9am - 5.15pm

此資訊是有關於我們的聯絡方式。倘若您希望將此資訊翻譯成另外一種語言，或以另外一種格式（如音頻 CD、盲文或大字體），請撥打電話：01268 465112，或發送電郵至：mailroom@sgch.org.uk。

यह सूचना हमसे किस प्रकार संपर्क करे के बारे में है। यदि आप इस सूचना का अनुवाद किसी अन्य भाषा अथवा प्रारूप, जैसे ऑडियो सीडी, ब्रैल या बड़े प्रिंट में चाहते हैं, तो कृपया 01268 465112 पर फोन करे या mailroom@sgch.org.uk पर ई-मेल करे।

此信息涉及的是我们的联系方式。如果您希望将此信息翻译成另外一种语言，或以另外一种格式（如音频 CD、盲文或大字体），请拨打电话：01268 465112，或发送电子邮件至：mailroom@sgch.org.uk。

This information is about how to contact us. If you want this information translated into another language or in another format such as audio CD, Braille or large print, please phone 01268 465112 or email: mailroom@sgch.org.uk

St Georges Community Housing

Head Office: 5-8 Dunton Court | Aston Road | Laindon

Basildon | Essex SS15 6NX

Tel: 01268 465050 | www.SGCH.org.uk

Customer Service Information Leaflet

02

customer service standards



A strong future together, investing in homes, neighbourhoods and lives



St Georges
COMMUNITY HOUSING

Customer Service Standards.

We always aim to provide a service that you will appreciate and we can be proud of.



Customer Service

We will:

- Ensure our staff are polite, honest, helpful and listen to your enquiry
- Introduce ourselves and wear identification badges at all times
- Answer telephone calls within **12 seconds**
- Answer repair centre telephone calls within **20 seconds**
- Offer customers a home visit if you are unable to come to the office and when visiting treat your home with respect
- Keep answer phone messages to a minimum and include an emergency contact number. If you leave a phone message we will reply within **1 working day**
- Not put your telephone call on hold without explaining why
- Give our names on answering the telephone
- Acknowledge or respond fully to letters, emails, online comments, requests for information and faxes within **8 working days** using the customers' preferred method of contact
- Tell you if a full response will take longer than **8 working days** and keep you informed about when you can expect our full reply
- Provide written responses that are clear and easy to understand and include a return address, contact name, phone number and email address
- See you on time if you make an appointment
- Ensure our reception and interview areas are accessible to all our customers, clean, tidy and provide relevant and up-to-date information
- Produce at least **4 quarterly newsletters** per year
- Ask you to complete a satisfaction survey, where appropriate - and use your comments to improve the quality of our services
- Publish our top 10 performance indicators every three months.

