



# CUSTOMER SERVICE STANDARDS SECTION 2/01

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IDS aims to provide an efficient, responsive service to its tenants/applicants and the community in which it operates.

We set standards of service that you can expect from IDS as follows:

SERVICE	STANDARD
<b>VISITORS TO IDS OFFICES</b>	Should be seen and greeted by our receptionist within 1 minute.
<b>TELEPHONE ENQUIRIES</b>	We aim to answer all calls within 4 rings.
<b>REQUEST FOR HOME VISIT</b>	Appointment arranged to take place within 10 working days.
<b>WRITTEN ENQUIRIES</b>	Response within 5 working days of receipt of letter or email.
<b>COMPLAINTS</b>	We will respond to stage 1 complaints within 5 working days, stage 2 complaints within 10 working days and stage 3 complaints within 15 working days.
<b>REPAIRS</b>	We will carry out repairs within published timescales, (see page 9)
<b>BOILER SERVICING</b>	We will service your gas boiler every 12 months (except leaseholders/shared owners).
<b>ANTI SOCIAL BEHAVIOUR</b>	We will respond to reports of anti social behaviour within 24 hours if there is a threat of violence or 5 working days for less serious cases.
<b>SATISFACTION SURVEYS</b>	We will carry out a full satisfaction survey of our core services on an annual basis. We monitor satisfaction with repairs, complaints, anti social behaviour and lettings on a continuous basis. Results are published in the IDS newsletter and Annual Report delivered to all of our tenants.

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