

Feel Good About
Coming Home

Customer Service Standards

What can you expect from us

family
mosaic

we deliver

What you can expect from us

At Family Mosaic we want to provide you with the best customer service that we can. This leaflet sets out the standards you can expect when accessing our services.

Access to our services

**There are a range of ways
you can contact us:**



Dedicated Customer Care Line

0300 123 3456 and press option 2
to speak to a housing officer.



Via email

customercareline@familymosaic.co.uk



Via letter

Family Mosaic

Albion House, 20 Queen Elizabeth Street,
London, SE1 2RJ or

Family Mosaic

Pembroke House, Northlands Pavement,
Pitsea, Essex SS13 3DU.



Through our web site

www.familymosaic.co.uk

Responding to your queries

Through the Customer Care Line (CCL)

- We will answer 80% of all calls within 20 seconds
- We will have less than 5% of customers abandon their call
- We will resolve 70% of all queries at the first call (Right First Time)
- Where we are unable to resolve at the CCL we will forward your enquiry onto the relevant staff member immediately
- All enquiries passed on will be responded to within 1 working day
- If you leave a voicemail message we will get back to you by the end of the next working day
- We will arrange a home visit within 10 working days if you do not wish to visit an office

- We will provide an interpretation service for those whose first language is not English.

Emails, letters and enquiries via the web

- We will acknowledge within 1 working days
- We will provide a full response as soon as we can, but always within 10 working days.

Accessible Information

- We will produce written leaflets/information in 'Plain English'
- All written information will be made available on request in different languages
- We will make our information available in a range of ways to meet your personal need e.g. Braille, pictorial, large print.

If you visit us

- We will clearly display our office opening times and publicise ways to contact us in Connections and on our website
- We will keep our reception areas clean and tidy. They will have information leaflets on display and an area for children to play
- We will ensure you are seen promptly by a member of staff who can help, always within 20 minutes of arrival
- We will ensure our reception staff greet you on arrival
- We will ensure you are seen on time if you make an appointment
- We will make our offices accessible for disabled people, and provide an interpretation service for those whose first language is not English.

If we visit you

- We will show identification without being asked
- Our staff will behave courteously and professionally when meeting with you
- We will contact you if we are unable to keep an appointment and rearrange to your convenience.

If we get anything wrong

We will aim to put it right as soon as possible and

- Keep you informed
- Apologise
- Learn from our mistakes.

We always welcome your views and comments about improving our services, please contact us with any suggestions you have.

Our Offices

We have nearly 20,000 homes across London and Essex.



H: Hackney
I: Islington
H&F: Hammersmith & Fulham
K&C: Kensington & Chelsea
W: Westminster

1

Head Office

Albion House,
20 Queen Elizabeth
Street,
London, SE1 2RJ

2

Essex North

Rowan House,
33 Sheepen Road,
Colchester, Essex, CO3
3WG.

3

Essex South

Pembroke House,
Northlands Pavement,
Pitsea,
Essex, SS13 3DU.

4

Muswell Hill

77 Muswell Hill,
London,
N10 3PJ.

5

Arcola Street

9 - 13 Arcola Street,
London, E8 2DJ.



Talking your language

Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Turkish

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabetiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Vietnamese

Tài liệu này cung cấp thông tin về các khẩu hiệu chung. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

This document gives you information about our Customer Service Standards. If you need any part of this document in **large** print, Braille, on CD or explained in your own language please contact us on 0300 123 3456.



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including recycled

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