

Press release

20th October 2006

Excellence in customer services

It's official! Hackney Homes' has received a top Charter Mark award for excellent customer services. This standard is awarded in recognition of excellence in customer service and covers the whole of Hackney Homes.

This includes our Neighbourhood Offices, the Leasehold and Income Services Team and our Housing Contact Centre (for repairs and maintenance).

Charter Mark is the national standard for customer service excellence and to be awarded this accreditation we had to submit a detailed application and undergo a thorough independent assessment. This involved mystery visits from the Charter Mark assessors and interviews with our staff and with residents.

Hackney Homes' Chief Executive Steve Tucker said being awarded Charter Mark is excellent news for residents and staff.

"We are now putting residents at the centre of all our decisions and at the heart of the way we provide services," he said.

"Charter Mark shows that we have improved our customer services but perhaps more importantly that we are committed to continuing to change our service to better meet our resident's needs."

The Charter Mark inspectors praised Hackney Homes for 'the rapid progress made to tie standards and performance to what customers want' as well as the 'enthusiastic commitment of staff to the Charter Mark ethos, from senior management to frontline staff.'

To achieve Charter Mark, Hackney Homes has made practical improvements such as refurbished receptions, improved information available at our reception areas, information kiosks in our reception areas with details about our service in many languages and the Language Line translation service for residents who don't speak English who call our Contact Centre to order a repair.

Staff have attended customer service training and this is continuously updated to ensure our services remain first class.

In addition to Charter Mark Hackney Homes has now received the following independent accreditations and national awards:

- Quality Assurance
- Construction Client Charter
- Royal Society for the Prevention of Accidents
- CORGI

Ends

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