**Housing Services   
Customer Care Standards 2016-2017 Q2**

**We aim to** meet the customer standards for our organisation and offer the best customer care possible:

* **98%** of our customers are satisfied **overall** with the services we provide (Target 100%)
* **99%** of our customers found staff were friendly, polite and **understood their needs** (Target 100%)
* **99**% of our customers felt that they were **treated fairly** (Target 100%)
* **99%** of our customers felt that staff were **professiona**l and knowledgeable (Target 100%)
* **100%** of our customers felt that they were **kept informed** about progress and were given accurate and complete information (Target 100%)
* **98%** of our customers agreed that the service responded to and dealt with the issue within expected **timescales** (Target 100%)
* **98**% of our customers agreed that we **delivered** what was promised and dealt with any problems that arose (Target 100%)

**To view our full list of Customer Care Standards:**

[**http://www.bathnes.gov.uk/contact-us/customer-service-standards**](http://www.bathnes.gov.uk/contact-us/customer-service-standards)

**We also aim to:**

* Publish quarterly and annual performance information **100%** (Target 100%)
* Make homeless decisions within 33 working days **100**% (Target 90%)
* Respond to property condition advice requests within 5 working days **100%** (Target 90%)

If you have any queries please contact:   
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