

Accommodation Office Service Level Standards

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1. General Overview

Service standards are important for customers, potential customers, employees and management. They help to define what a customer can expect and to remind management and employees of the challenges and obligations they face.

Our standards will provide reassurance of service quality, so customers will know what to expect.

Our Customer promise is.....

The Facilities & Commercial Service is dedicated to Excellence in customer service and we promise that we will.....

Provide a welcoming environment from professional, friendly, accessible and courteous staff and be open, honest and communicative, treating all customers with respect.

Offer a flexible approach in meeting your needs by providing relevant information upon request and responding promptly to all enquiries, comments & complaints.

Maintain a consistently high standard of customer service, meeting & exceeding our published service level standards.

2. Assessing quality

High quality standards should be provided across all areas.

Assessment should take place continuously and individuals are responsible for monitoring and ensuring high levels are maintained.

When assessing service quality levels, attention to detail is essential to ensure every customer experience is special and the same high standards are achieved for all.

We will measure progress by;

- Continual evaluation through key performance indicators to improve standards of service, i.e. customer satisfaction surveys
- Responding to customer and employee feedback
- Investing in and developing our employees
- Recognising our legal and statutory obligations

3. Overall standards

3.1 Statutory Obligations

Accommodation Staff should ensure that they adhere to all statutory obligations and maintain office and student records in line with the following legislation.

- Disability Discrimination Act
- Health and Safety
- Equal Opportunities
- Data Protection
- UUK CoP

3.2 Hospitality

All customers should be greeted and acknowledged in a friendly, efficient and courteous manner.

Where appropriate direct customer contact should be given priority over other office duties.

Messages taken for other members of staff should be passed on promptly and accurately.

Accommodation Office

Telephone calls answered within 4 rings using agreed University standard response :

‘Good morning/afternoon/evening ____ student residence ____ speaking, how can I help?’

Enquiries should be dealt with promptly and professionally.

All correspondence should be acknowledged within 5 working days.

Customers will be asked what they think of our service and act on any comments made where appropriate.

A formal complaints procedure is offered in the event a customer is dissatisfied.

3.3 Staff

Accommodation Office staff are to be trained in customer care and confidentiality.

Staff should be approachable and friendly at all times.

Staff will wear uniform provided; they will be tidy and well presented. They will be identifiable by name badges. Personal hygiene is very important for all staff.

Staff will be trained in customer care and will ensure that appropriate levels confidentiality are applied to conversations, transactions and records.

3.4 Information

The Accommodation Office will endeavour to:

Provide information relating to University accommodation through the Accommodation Booklet and the website.

Provide accurate costs for the various types of accommodation provided.

Distribute brochure information and application forms to all applicants eligible for accommodation.

Facilitate open days and where possible to allow applicants to view the accommodation available in advance of applying for a room.

To ensure that students with special needs or disabilities have the opportunity to discuss their needs.

Provide students with information and guidance on securing private rented accommodation.

3.5 Operation and Management

All applicants allocated University accommodation will be provided with:

Confirmation of the residence allocated.

A Residency Agreement showing the duration of the contract.

Invoices and receipts for all payments made.

Details of the payment options available and instalment dates for accommodation fees.

Pre-arrival information, i.e. On-line induction session, including health and safety issues, fire safety and terms and conditions. Move in dates and times, directions to the residences and a 'what to bring' list.

3.6 Community Relations and the Private Rented Sector

The Accommodation Office will endeavour to:

Provide advice and guidance on securing accommodation in the private rented sector.

Provide advice and guidance on contractual arrangements and landlord/tenant disputes.

Facilitate, where reasonably practicable, initiatives to allow students to develop good relationships within communities.

4. Complaints

The University has a Student Complaints Procedure for dealing with complaints regarding academic and other services provided by the University. Copies of the Student Complaints Procedure can be found in the Student Support Offices and on the University website.

In the first instance, customers are asked to try and resolve the matter with the member of staff they have been dealing with. They are requested to complete a Residence Comment Form for any issues regarding the services provided by the Facilities & Commercial Services. If the matter is not resolved customers should complete a Student Complaint Form.

No student will be disadvantaged because of a complaint made in good faith.