



We will:

- Be respectful and polite at all times
- Ensure our reception areas are clean and tidy.
- Carry and show our identity badges at all times when dealing with you



Communications

- **Letters:** You will receive an acknowledgement within 3 working days on receipt of your letter and a full response within 10 working days.
- **Telephone messages:** You will receive a response within 1 working day.
- **Emails and texts:** You will receive an acknowledgement within 3 working days and a full response within 10 working days.
- **Feedback and complaints:** You will receive an acknowledgement within 3 working days and a full response within 10 working days.
- **Social Media Posts:** You will receive a response within 1 working day.
- **Anti-Social Behaviour Reports:** You will receive an acknowledgement within 1 working day.
- **Domestic Violence Reports:** You will receive a response within 1 working day.
- **Hate Crime Reports:** You will receive a response within 1 working day.
- **Interpretation:** Available on request.
- **Appointments (at home or in the office):** Available on request.



By phone

- We aim to answer your call within 20 seconds.
- You can leave your number to get a callback. When calling from a landline make sure you include the area dialling code. For example 0161 for Manchester, 01204 for Bolton.
- When we answer your call we will say you have reached Mosscare St Vincents and give our name.
- If we contact you, we will leave our name, a reason for our call and a direct number for you call back the person dealing with your service request.



In print

- **Newsletter:** Produced every 3 months, available on our website, via email or a hard copy by request.
- **Annual Report including performance indicators:** Produced annually.
- **Rent statements:** Available on request.



Repairs and customer feedback

- **Repairs:** We prioritise jobs based on severity and target getting to your door within 24 hours for emergencies. For all other repairs we offer appointments within 90 days or 6 months for planned repairs . In urgent cases like fire and flood we will respond immediately.
- **Customer Feedback:** All our surveys will be reviewed and rationalised as part of our transformation within 12 months of amalgamation.

Office Opening Hours

- **The Pod, Moss Side:** Mon to Fri 9am – 1pm
- **Trafford House Head Office:** Mon to Fri 8.30am - 5.00pm
- **Mossbank Office:** 8:30am - 12:30 Mon, Wed and Fri. 1:30pm - 4:30pm Tue and Thurs
- **Carrbrook:** By appointment only