



Customer Experience Service Standards

We're passionate about supporting customers along their journey with Leeds Federated.



What you can expect from us

We will:

- ✔ Commit to acknowledging all customer enquiries - whether it's about repairs, rent, or general day to day concerns - **within clear timeframes**, and keep you updated until the issue is resolved.
- ✔ Value your voice. Whether you give praise or raise concerns, **we'll use your feedback to improve the services we provide** to you and other customers.
- ✔ Treat you with **kindness, respect, and without discrimination**.
- ✔ Work to ensure your **home is safe, well-maintained**, and meets the standards you deserve.
- ✔ Work to **build long-term relationships** with our customers - based on trust, fairness, and transparency.
- ✔ Respond promptly to queries, repairs or concerns and offer assistance **24 hours a day**.
- ✔ **Connect you with services** that support your wellbeing, such as our Money Matters team for income advice.
- ✔ **Create opportunities for you** to help shape services through surveys, panels, and local engagement.
- ✔ Handle your personal information with **care, confidentiality, and in line with data protection laws**.
- ✔ Respond with **urgency, care, and support**, in emergencies or difficult times - whether it's a repair, safeguarding issue, or personal need.

We will:

- Respond promptly and reliably
- Use your feedback to improve our services
- Treat everyone with fairness and dignity
- Provide safe, quality homes
- Offer quick, easy access to support
- Involve you in shaping services
- Protect your privacy
- Be there in times of crisis
- Offer support beyond housing
- Develop trust and partnership



Our performance

We will:

- ✔ Maintain an answer rate of **at least 85%**.
- ✔ Respond to emails to our Customer Experience team in **5 working days**.
- ✔ Respond to call back requests in **5 working days**.



How we'll know we're getting things right

We will:

- ✔ **Hold regular one-to-one meetings** with team members will include reviews of customer interactions to assess tone, accuracy, and resolution quality.
- ✔ **Monitor calls** and use this to evaluate responsiveness, professionalism, and adherence to service protocols.
- ✔ **Produce daily performance reports** which will track key metrics such as call answer rates, email response times, and callback completion.
- ✔ **Review the daily performance reports** to identify trends, celebrate successes, and address areas for improvement.
- ✔ **Actively gather customer feedback** through surveys, complaints, compliments, and informal conversations.
- ✔ **Analyse feedback** to identify recurring themes and inform service improvements.

We also monitor engagement in our Customer Voices Panel and local forums to ensure customer voices are shaping our services.

