

Nottingham City Homes strategy summaries



Customer focus strategy 2008-2012

The Strategy focuses on five key themes and Nottingham City Homes' ambitions to be an organisation that is:

1. Customer focused: Delivery of the Customer Focus Strategy is fundamentally linked to the implementation of proposals in respect of our office accommodation portfolio and should also be considered in terms of its support to the 10 year strategy for the company, our tenant and leaseholder participation compact, and our strategies for equality and diversity, information communication and technology, asset management and value for money.

Customer service champions will be identified at all levels and be sufficiently influential to enable managers and employees to make sure their working practices support both the customer and organisational needs above those of individual teams

2. Accessible: A cornerstone of this strategy is that our service delivery mechanisms are organised around the needs of our customers and not around our internal structures and traditional practices.

3. Integrated: Integrated service delivery solutions are inextricably linked to the implementation of our accommodation strategy with single contact points – email, phone number, minicom, fax etc – wherever possible.

4. Prompt, efficient, responsive and high quality: The strategy aims to enable a customer to have an enquiry handled at the first point of contact in the most efficient, cost effective and consistent way. Employees will record any actions they take or advice they give in response to enquiries We will publish a comprehensive set of key service standards at the beginning of each financial year that have been developed in full consultation with our customers. These will cover the areas of service that our customers have indicated mean the most to them.

5. Cost effective: We will initiate specific linkages and projects with key partners and agencies. We will continue to learn from best practice elsewhere and look for key partners whether in the public, voluntary or private sectors to work with us on specific initiatives. We will promote and enable the most cost effective access channels to as many customers as possible.

