



Lansing Housing Commission Policy No. 2009-4 Customer Service Policy

OVERVIEW

The Lansing Housing Commission has daily contact with the public in a variety of ways. The purpose of this Customer Service Policy is to reinforce, with our employees and customers, that exemplary customer Service is expected and shall be received by our customers when dealing with LHC. In addition, it establishes customer service standards and expectations for how LHC will interface with the public.

Everyone who interfaces with LHC is a customer as a result we serve a broad spectrum of internal and external Customers including, but not limited to:

Individual Citizens
State and Local Government Personnel
Public Housing Residents & Applicants
Assisted Housing Voucher Holders, Landlords and Applicants
LHC's Board and
LHC Employees

LHC acknowledges customers are the most visible part of the public service we provide. LHC believes targeting customer service with a dedicated effort results in better customer service and higher customer satisfaction. We also recognize customer satisfaction is work and customer dissatisfaction is even more work! Our commitment to Customer Service is exemplified in our **CUSTOMER SERVICE PLEDGE:**

"LHC staff strives to be reliable in all dealings with customers. We will:

- *work diligently to solve problems and respond to customer needs*
- *be consistent with our responses to internal and external customers and*
- *do what we say we will do.*

Good Customer Service requires LHC staff to meet the needs and expectations of the customer as defined by the customer. Meeting the needs and expectations of the customer, means you know what your customers want and what they expect, and you provide that to them on a consistent basis. In order to have an effective customer service initiative, staff must listen to, and/or review each customer's request seeking to understand the request without making any assumptions other than those stated below:



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ASSUME

Customer Needs Are Paramount To LHC's Business – LHC is always open to responding to comments and suggestions to improve the way we deliver our services. All employees shall welcome this feedback. LHC needs continuous feedback in order to continue to meet customer needs.

Communication Is Key To Our Success – Staff should adjust their communication “style,” as necessary, and develop effective tools to open lines of communication with our customers. We may not satisfy every customer, but by explaining the facts, offering sound advice and maintaining a pleasant demeanor we have done our best.

Customers Know What They Want – Do not assume that you know what customers want and need, instead ask the customer what they want or need and really listen to the response.

Customers Want Quality Service – Our customers deserve our best efforts, as well as our respect and courtesy every time they contact us. Go the extra mile, exceed their expectations!

Customers Will Judge LHC Based On What They See And Hear – They expect you to do what you say you will do when you say it will be done.

Customers Expect Good Customer Service – Customers expect LHC staff will be helpful and they are pleased when you go beyond a minimal response.

LHC CUSTOMER SERVICE STANDARDS

The following Customer Service standards will be emphasized in all facets of LHC's operations:

- We will answer written customer inquiries within the FOIA requirements.
- We will greet callers and identify our self when answering the telephone.
- Staff will answer telephone calls promptly and courteously, within four rings, and return all voice mail messages within 48 hours.
- We will listen intently to callers, ask questions to insure we understand the issue(s) take notes, as necessary, and repeat/summarize what we heard to insure clarity.



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- When contacting LHC, you will speak to a knowledgeable person who will answer your question(s), or refer the question(s) to the correct person.
- If you are improperly referred, the 2nd responder will identify the correct person and have that person to call you back.
- If you telephone LHC with a complaint, we will advise you on the telephone or refer your complaint to the proper source.
- Before ending a telephone call, staff will ask if we have addressed the caller's needs.
- Staff will empty their voicemail box often enough to ensure it is never full, Voicemail messages will be changed (when out of the office for 8 hours or more) to reflect when an employee is out of the office, when s/he will return and who is covering in their absence.
- Routine non-FOIA email or other electronic inquiries will be answered promptly and courteously within 48 hours.
- Staff will create an email auto-reply, if they will be out of the office for more than eight hours, indicating when they will return and who will cover in their absence
- If you have an appointment with an employee and you arrive on time, you will be helped within 5 minutes of your arrival. If you arrive late you will be seen within 30 minutes.
- You will not wait more than 30 minutes to see an employee if you do not have an appointment.
- Requests for copies by mail will be provided consistent with LHC's FOIA guidelines.
- LHC will give customers the option to receive information in electronic form where possible.
- LHC will respond to Maintenance Requests within 72 hours.
- LHC will respond to requests for HCV inspections within 72 hours.
- LHC staff will deliver on their promises. We will do what we say we are going to do by the promised due date.

CUSTOMER SERVICE IN ACTION

The customer service standards we have set for ourselves are goals to be met, and do not necessarily represent current levels of performance. To improve customer service, we will concentrate on working to meet the standards we have set to improve our service effectiveness. On some of the standards, our performance can be measured internally; in other cases, it will be tested through surveys.



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These initiatives are aimed at improving our customer service, introducing more common sense into the way we do our work, and reducing costs. LHC has an open-door policy which enables all customers to have direct access to staff.

CONTACT LHC WITH CUSTOMER SERVICE COMMENTS

If your customer service was exemplary or if you do not believe the Customer Service you received from LHC met the standards contained in this Policy, we want to know. We seek out customer satisfaction and dissatisfaction so that we can improve our customer service. If you have a compliment, problem or suggestion, are unsatisfied with our responses or have recommendations for improving our services you may:

- Provide feedback to the person who served you.

Or

- Contact the Supervisor of the person who served you. The employee will provide the name and telephone number of his/her supervisor if asked.

Or

- Speak, or write, to the Manager in charge. The names of Managers are posted in every LHC lobby or may be obtained by calling us at (517) 487-6550 or visiting our web site at www.LHC@lanshc.org. We will provide a response within ten working days or contact you within 10 working days to indicate when a response will be forthcoming.

Or

- Fill out our Customer Satisfaction Survey at the front desk, or complete our on-line electronic customer service satisfaction survey. No requests for an appointment will be denied. Meetings will be scheduled within 7-10 calendar days.

Or

- Send an email message to our Executive Director at martella@lanshc.org. He will personally ensure your question is answered or your issue addressed. If you request a reply, we will provide an email response within 48 hours.