



BERBEN INSTALLATIONS LIMITED

BUILDING CONTRACTORS . MAINTENANCE & REPAIRS

193 Meadway, Kitts Green Birmingham, B33 8NB

Tel: 0121 789 6369 Fax: 0121 789 6411.

Email: info@berben.co.uk

Website: <http://www.berben.co.uk>

Policy No: 7 **CUSTOMER CARE POLICY**

At **Berben Installations** Customer Service offers you the best of both worlds; a local and personal service and all the experience and resources of **Berben Installations** in our support services.

It means you can choose with confidence, secure in the knowledge that we care about you. We aim to deliver the best service, quickly, efficiently, courteously and economically.

Our Customer Service will ensure that you are completely satisfied with your property maintenance service. We are confident that if any problems arise we will rectify them first time.

Our policy is simple- the very best in maintenance services, the very best in value.

Customer care and quality are our first priorities.

All staff and contractors are required to follow a code of conduct (Form 33), along with the customer care policy, which is distributed to every member of staff. Each team must be sensitive to the needs of their colleagues and external customers.

Why choose to work with Berben Installations and what can we offer you the customer?

This is a question, which we always ask our management team at the end of a contract. The answers given indicate that they perceive a wide range of benefits from our involvement in past contracts. Benefits, which are especially valued by our clients and residents, include:

OUR REPUTATION: -

A 27-year track record of successfully completed contracts with various new build schemes and Housing Associations

OUR RELIABILITY: -

The certainty that we will deliver what we promised, when we promised it

OUR ATTITUDE TO QUALITY: -

The reassurance of knowing that the standards we set in our products and services are second to none in terms of quality

OUR RESILIENCE: -

The certainty that, whatever the deadlines and difficulties, we will be able to work within these to deliver what's required

OUR EXPERTISE: -

Access, through working with us, to a very broad range of specialist training knowledge and skills

OUR TOTAL CUSTOMER FOCUS: -

The knowledge that we will respond and adept well to changing customer needs, working in close partnership with the client's own in-house training professionals

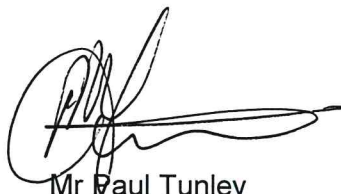
OUR PROFESSIONALISM: -

Our integrity and confidentiality

Approved & Authorised by:

Print Name:

Date:



Mr Paul Tunley

7th October 2013

