

At the heart of our business is the customer

Osborne Property Services

OSBORNE



Social housing today is about technical expertise combined with a strong service outcome

as customers become more focused on delivering up to a standard and not just to a price.

Our dedication to service excellence is showcased through our coveted ServiceMark accreditation from The Institute of Customer Service. This membership is not just a badge of quality, but is also a way of undertaking delivery of our services to enable better security for customers and their tenant customers. Putting both the customer and their tenant customers' experience at the centre of development has led to a number

of key innovations in how we work more effectively.

Through re-engineering our contact centres into a 'Customer Experience Hub', complete with an investment into our IT infrastructure, we have ensured that the customer experience is more efficient, enjoyable, and stress-free. Our IT innovative system provides more flexibility and visibility for customers and tenant customers with regards to appointments and real-time works updates. This investment was recognised at the Institute of Customer Service's Customer Satisfaction Awards 2013 where the system achieved the 'Best Use of Technology' accolade.

But our commitment to customer service doesn't just stop at technology. Our effective employee engagement First Impressions customer service training provides our employees with a two-day intensive course to enable our people to deliver a brilliant service, as well as the

chance to put forward improvement opportunity ideas which, if approved, are implemented across our services to achieve greater satisfaction for our customers.

As a result of this service excellence, Osborne were winners at the Institute of Customer Service's Customer Satisfaction Awards in 2016, with a customer satisfaction rating across a range of service areas at 82.8- up 20 points since our first assessment in January 2013.

