

At your service!

Customer Services at Rykneld Homes are celebrating a fantastic two weeks.

On 18 October they won Best Customer Service Provider of the Year at the 24housing awards in Coventry where they were up against tough national competition. Earlier in October, Customer Services had been awarded the Customer Service Excellence standard.

In making the award the CSE assessors said they were impressed with the customer focused culture of Rykneld Homes across all levels of the organisation, the quality of customer care training offered to staff, the high levels of customer satisfaction and the commitment to consulting customers about what you think of our Customer Services.

We are really proud of these two fantastic achievements and their recognition of our ambition to make people a priority and put customer care at the heart of the organisation.

Lorraine Shaw, Managing Director of Rykneld Homes said "Achieving the Customer Service Excellence Award is a great achievement for us and shows how we are delivering our services to a very high standard.

"A key objective of our Business Plan is to Make People a Priority and the feedback from the CSE assessor highlighted our strong commitment to listening to our customers and meeting their needs. Customer satisfaction with our services is very high but it is good to know that our services stand up to external assessment and meet nationally recognised standards.

"Winning Best Customer Service Provider of the Year at the 24housing Awards was a great achievement for our Customer Service staff and the organisation as a whole."

Jill Ward

Communications Manager

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