



Service standards

Amber Valley Housing aims to provide services that are of a high quality, represent value for money and are tailored to meet our customers' needs.

The standards below are common standards that apply to everyone working at Amber Valley Housing and also to our contractors.

Our staff and contractors will:-

- Be clean, tidy and presentable;
- Be polite, helpful and friendly;
- Be open and honest; have appropriate identification;
- Respect your confidentiality.

Related Links

[Customer Service Standards - Ver 1.00 - January 2007](#) Customer Service Standards - Ver 1.00 - January 2007

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Registered in England No 4380728, Registered Office/Address: Asher House, Asher Lane Business Park, Ripley, Derbyshire, DE5 3SW
Tel: 01773 573100, Fax: 01773 573101, Email: enquiries@avhl.co.uk

