



HOUSING AUTHORITY OF THE COUNTY OF KERN

Customer Service Pledge

**It is our pledge to deliver exceptional service
to our customers by...**

- ❖ Recognizing customers come first
- ❖ Treating everyone with dignity, respect, fairness, and non-discrimination
- ❖ Assuming a positive smiling, helpful, professional outlook/demeanor
- ❖ Returning phone calls within 24 hours
- ❖ Listening to our customers with a caring attitude
- ❖ Keeping customers informed about their concerns
- ❖ Answering questions/resolving issues promptly and accurately - within one working day, if possible
- ❖ Providing knowledgeable answers to questions
- ❖ Acknowledging and thanking customers
- ❖ Soliciting customer feedback to improve our services
- ❖ Continually exceeding customer expectations.

**Customer satisfaction is a direct reflection of our
effectiveness as an organization.**

