

# The Newlon Gold way of working



**Newlon Gold** is our programme of service change and improvement based on the objectives of Reliability, Consistency and Speed as well as respect and empathy for the individual customer. We expect the following of all staff:

- To put customer service at the heart of your work; this means building the standards and objectives of Newlon Gold into your daily activities and behaviour.
- To take ownership and responsibility for the things that are under your control.
- To prioritise your workload and resources to deliver quick solutions to our customers if they have experienced a service failure.
- To work collaboratively with your colleagues across teams and departments to deliver the highest standards of service to our residents.
- To demonstrate the following performance standards:
  - Always responding to service requests
  - Being clear to customers and others what we do
  - Checking we got our work right
  - Being Reliable, Consistent and Speedy in service delivery
  - Being sure we meet all standards for services