

CUSTOMER
SERVICE
EXCELLENCE®



This is to certify that

NG Homes

Ned Donaldson House
50 Reidhouse Street
Springburn
Glasgow
G21 4LS

Possilpark Office
Kenna Rossine House
252 Saracen Street
Glasgow
G22 5LF

Balgrayhill Concierge Station
33 Lenzie Place
Springburn
Glasgow
G21 3TX

Possilpark Office
Saracen House
139 Saracen Street
Possilpark
Glasgow

has been awarded

Compliance Plus for Customer Service Excellence

in the following areas:

- 1.1.2 We have developed customer insight about our customer groups to better understand their needs and preferences.
- 1.1.3 We make particular efforts to identify hard to reach and disadvantaged groups and individuals and have developed our services in response to their specific needs.
- 1.2.1 We have a strategy for engaging and involving customers using a range of methods appropriate to the needs of identified customer groups.
- 1.3.5 We have made positive changes to services as a result of analysing customer experience, including improved customer journeys.
- 2.1.1 There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation actively support this and advocate for customers.
- 2.1.2 We use customer insight to inform policy and strategy and to prioritise service improvement activity.
- 2.1.6 We empower and encourage all employees to actively promote and participate in the customer focused culture of our organisation.
- 2.2.4 We can demonstrate how customer-facing staffs' insight and experience is incorporated into internal processes, policy development and service planning.
- 2.2.5 We value the contribution our staff make to delivering customer focused services, and leaders, managers and staff demonstrate these behaviours.
- 3.2.3 We have improved the range, content and quality of verbal, published and web-based information we provide to ensure it is relevant and meets the needs of customers.

Certificate Number
22/2533

Date Achieved
21st November 2023

Issue Date
23rd July 2024

Signed
Helen Daly

Project Number
22/3742

Expiry Date
21st November 2024

Revision
01

on behalf of
Centre for Assessment Limited

Certificate 1 of 2 - To be displayed with main certificate



This certificate remains the property of the Centre for Assessment and may be withdrawn without notice and is valid based on the above named organisation ensuring continued commitment to compliance against the harmonised standards as defined and or associated.

Centre for Assessment Ltd, Lee House, 90 Great Bridgewater Street, Manchester, M1 5JW
Web: www.centreforassessment.co.uk Tel: 0161 237 4080



NG Homes

Compliance Plus for Customer Service Excellence Continued:

- 3.4.1 We have made arrangements with other providers and partners to offer and supply co-ordinated services, and these arrangements have demonstrable benefits for our customers.
- 3.4.3 We interact within wider communities and we can demonstrate the ways in which we support those communities.
- 4.2.4 We have developed and learned from best practice identified within and outside our organisation, and we publish our examples externally where appropriate.
- 5.2.2 We identify individual customer needs at the first point of contact with us and ensure that an appropriate person who can address the reason for contact deals with the customer.

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Certificate 2 of 2 -To be displayed with main certificate



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