



Clydebank Housing Association Ltd.

Customer Care Policy

Management Committee submission:	26 April 2016
Approved:	26 April 2016
Review date:	April 2019

This policy can be made available on request in a variety of different formats, such as on audio CD, in large print and translated into other languages.

Clydebank Housing Association Ltd Customer Care Policy

It is the aim of Clydebank Housing Association to provide its customers with the highest quality of customer care and therefore intends to fulfil the principles outlined in the Scottish Social Housing Charter's outcomes and standards, which include: -

The customer/landlord relationship:

1. Equalities . every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.
2. Communication . tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Repairs, maintenance and improvements:

5. Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done

Clydebank Housing Association has the following core values, which are integrated into our working practices and approach to interacting and dealing with people.

“Customers are our priority and we ensure equality of service throughout our organisation”

We will achieve this by being ò ò ..

- “ **Respectful**- we will treat all our customers with courtesy and respect
- “ **Accountable** . we will be open, honest and approachable and act with the highest integrity at all times
- “ **Responsive and Informative** . we will listen, respond and inform through effective and timely communication
- “ **Professional** . we will ensure we have the appropriate skills and strive for excellence in all aspects of our service

The policy has been developed to: -

- ♦ Ensure our customers believe that they have experienced the highest standard of customer care in their dealings with us
- ♦ Ensure that all service users know they will be treated as valued and respected customers
- ♦ Ensure that no customers are excluded from any area of service delivery
- ♦ Promote and increase awareness of our service standards so customers have criteria to measure performance such as the level of service they can expect and our timescales for dealing with their enquiries

- ◆ Encourage feedback on our standards and whether our staff are meeting them, to ensure that customers are receiving the highest possible standards of customer care.

Who are our customers?

Our customers are anyone who we provide a service to and interact with to provide a service and include: -

- ◆ Tenants
- ◆ Sharing Owners
- ◆ Owners
- ◆ Housing Applicants
- ◆ Job Applicants
- ◆ Members of the Association
- ◆ Members of the public
- ◆ Contractors
- ◆ Consultants
- ◆ Local Authorities
- ◆ Other Housing Associations
- ◆ The Scottish Housing Regulator
- ◆ The Scottish Government
- ◆ Lenders; and so on

Customer Care/Service Standards

At Clydebank Housing Association, we aim to offer the highest quality of service to our tenants, sharing owners, owners and other service users/customers.

At all times we will:

- Be polite and helpful
- Treat everyone fairly and with respect
- Respond quickly to your enquiries
- Listen to you and ask for your view about our services
- Give information in ways you find easy to understand
- Not keep you waiting without an explanation; and
- Admit when we have made mistakes and try to put things right.

When you telephone us we will:

- Answer the call quickly . we aim to answer within six rings;
- Tell you who you are speaking to
- Offer to take a message or arrange to ring you back if the person you need to speak to is not available
- Reply to telephone messages within one day
- Provide a telephone service for emergency repairs outside our opening times. Use our answer machine only when it is necessary; and
- Arrange for a translation service if you do not speak English.

We will monitor this through:

- Customer Satisfaction Surveys
- Tenant Satisfaction Survey
- Complaints

We will monitor this through:

- Customer Satisfaction Surveys
- Telephone system monitoring

When you write to us we will:

- Reply to your letter, fax or email within 5 working days
- Let you know if we cannot give a full reply within 5 working days, e.g. investigation of a complaint
- Use language that is easy to read and understand; and
- Provide information in the best format for you, such as large print, in another language, or on audio CD

We will monitor this through:

- Complaints
- Complaints Handling Satisfaction Surveys
- Publications

When you visit or call us we will:

- Open our offices at 77-83 Kilbowie Road, Clydebank G81 1BL (Tel: 0141 9411044) from 9am - 5pm Monday to Thursday and 9am. 4pm on Friday; with the exception of the first Wednesday morning each month between 9am-2 pm when the office will be closed for the purpose of staff training. Details of public holiday closures will be notified to you through our Newsletter and website.
- Make sure that our offices contain up-to-date information on our services; and
- Provide offices that are accessible as possible for people with disabilities.

We will monitor this through:

- Complaints
- Audit of premises

When you want to make an appointment we will:

- Arrange an appointment at our offices or in your home
- Make the appointment for a time to suit you see you within 5 minutes of it and; and
- Tell you as soon as possible if we cannot keep the appointment.

We will monitor this through:

- Customer Satisfaction Surveys

When you visit our office we will:

- Greet you straightaway
- Make sure our reception area is easily accessible and welcoming
- See you within 5 minutes of your appointment time
- Try to see you within 10 minutes if you do not have an appointment, however, if unsuitable an alternative appointment can be arranged
- Offer translation service if required
- Offer you a private interview room

We will monitor this through:

- Customer Satisfaction Surveys
- Premises Audit

When we visit your home we will:

- Be on time or, if delayed, call you to let you know when we will arrive
- call you to let you know when we will arrive
- Show you suitable identification
- Explain the reason for the visit
- Respect your home and all reasonable customs; and
- Leave a card if you are out, telling you how to contact us

We will monitor this through:

- Tenant Satisfaction Survey
- Repairs & Maintenance Satisfaction Survey
- Complaints

When you make a complaint we will:

- Acknowledge receipt of your letter within 3 working days of receiving it and advise you who is dealing with your complaint
- Reply to your complaint within 5 days, except where detailed investigation of your complaint is required, we will respond to you within 20 working days
- Tell you how to take the complaint further if you are not satisfied; and
- Monitor complaints to help us learn from them and improve our services
- If we get it wrong we will:
 - Apologise
 - Make every effort to put it right
 - Amend our procedures accordingly

We will monitor this through:

- Complaints Register
- Complaints Handling Satisfaction Survey

When you give us information we will:

- Treat all information we hold about you sensitively and in confidence
- Work to make sure the information we hold about you is correct
- Only hold information about you that is important for our work; and
- Work within the rules of the Data Protection Act.

We will monitor this through:

- Data Protection Audit by External Agency

When you want information from us we will:

- Provide information which is useful and easy to understand;
- Write in plain English with no jargon
- Publish information about our services and policies, available free from our office, on our website or if you ask;
- Send a newsletter to you at least four times a year and an Annual Report once a year;
- Produce other newsletters, when we have any new information to give you; and
- Keep our website up to date with information; and
- Provide you with a statement of your Rent Account annually for those tenants not in receipt of housing benefit paid directly to the Association
- Provide owners with factoring invoices twice a year
- Let you look at your tenancy file as soon as possible, but no longer than 10 working days of receiving a request from you; and
- Respond to information requests within 20 days, this being more challenging than the 40 days required by Data Protection law.

We will monitor this through:

- Tenant Satisfaction Survey
- Complaints
- Publications
- Audit by External Agency/System Records

When you report a repair we will:

- Provide professional, competent maintenance contractors who will:
 - Be polite, professional and respectful whilst in your home
 - Provide you confirmation of their identity; and
 - Where possible offer a morning or afternoon appointment
- Provide an out-of-hours service by way of an answering machine or by calling an emergency number
- Complete jobs with set times unless agreed otherwise with you (date specific):
 - Emergency - within 4 hours
 - Urgent - within 3 working days
 - Routine - within 10 working days
- Operate the Right to Repair
 - Where we fail to do the repairs within the set timescales we will pay compensation

We will monitor this through:

- Repairs & Maintenance Satisfaction Surveys
- Annual Report
- Maintenance System Records

When providing information about your payments we will:

- Consult with tenants over annual rent increases
- Give tenants at least one month to respond to consultations
- Give at least 4 weeks written notice before payment amount is changed
- Provide you with a statement of your rent account, factoring account on request
- Offer you a variety of ways to pay your accounts
- Advise you of our independent welfare rights service, provided by the Clydebank Independent Resource Centre
- Provide you with the opportunity to clear arrears by agreed instalments
- Maximise income from all service users by taking a firm action on arrears

We will monitor this through:

- Publications
- Arrears Policy
- System Records

What can you do to help us?

Your responsibilities to help us achieve these standards include:

- Being polite when speaking to us
- Paying your rent, service charges and factoring management charges on time
- Taking reasonable care of your home
- Reporting to us any repairs we are responsible for as quickly as possible
- Giving us access to your home to carry out repairs and safety checks
- Repairing things you are responsible for as quickly as possible
- Behaving in a responsible way towards your neighbours and other people
- Keeping an appointment we made with you, or telling us if you can't keep it
- Read the information we send you; and
- Give the information we ask you for, when we need it.
- Give feedback in order that we can improve our services to you

Customer Consultation

Your views are important to us and we encourage you to tell us what you think about our services. We will consult with our customers regarding key policy reviews and matters which affect them and use a variety of methods for consultation such as newsletters, focus groups, surveys, etc. Feedback will be used to improve our service and influence policymaking and results will be published via our quarterly newsletter and on our website.

Performance Management

We will set targets, which are challenging but also realistic and let you know what you can expect from us. We will: -

- ◆ Provide you with information (through our quarterly newsletter) on targets we set to improve our efficiency in key areas of our service delivery
- ◆ Continue to use the Investors in People performance management framework and other training opportunities to ensure our staff members are being developed to provide you with the best possible service

- ◆ Be committed to the principle of continuous improvement in the services we deliver to you

Equal Opportunities

Clydebank Housing Association is committed to promoting social inclusion by applying principles of equality and diversity to everything we do.+

Clydebank Housing Association will ensure equality of opportunity across the full range of our activities, including both employment and service provision.

We will not discriminate on the grounds of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, and Sexual Orientation.

For Office Use Only – Required Actions

Customer Consultation Required/Arranged	No
Intranet Update	Yes
F Drive Update	Yes
Website Update	Yes
Leaflet change required?	Yes
Newsletter Promotion?	Yes
Other information updated, e.g. posters, automatic email responses, post cards, answering machine messages, etc.	Yes
Equality Impact Assessment completed	Yes