CUSTOMER CARE POLICY

Date of Review: 12.11.24

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Craigdale Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.

1.0 INTRODUCTION

1.1 We are committed to delivering an excellent service to all our customers.

1.2 This policy sets out our approach to achieving the highest standards of Customer Service and we will use it consistently in the delivery of our services.

1.3 We will produce detailed procedures for staff to follow and ensure that our staff are trained to deliver an excellent service.

2.0 REGULATION

2.1 Section 31 of the Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter which sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Scottish Housing Regulator monitors social landlords' compliance with the outcomes. This Policy will take account of and comply with the relevant outcomes contained within the Social Housing Charter. These are:

Outcome 1 which states "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".

3.0 OUR CUSTOMERS

3.1 Our customers are all the people we come into contact within the course of our work and include:

- Tenants
- Sharing Owners
- Owners
- Members of the public
- Local Authorities
- Contractors and Consultants
- Other organisations that we work with

3.2 Although this policy is mainly aimed at external customers, the standards set will also be applied to dealings between staff within the organisation and Board members.

4.0 GENERAL PRINCIPLES OF CUSTOMER CARE

4.1 In delivering this policy we will ensure that the following general principles are always followed:

- We will put our customers first and respect their rights, needs and opinions
- Our staff will always give their names when in contact with customers
- We will be friendly, professional, polite, open, honest and truthful

- We will provide relevant, accurate information in Plain English or other formats such as audio cd
- We will provide access to Translation Services through a recognised translation service
- We will listen to our customers, find out what they want and try to provide it
- We will comply with our Confidentiality Policy
- If we cannot help, we will explain why and, wherever possible, suggest someone who can
- For those customers who cannot come to our office, we will visit them at home. (within a reasonable area)

5.0 VISITING OUR OFFICE

5.1 Our office will be open at times to suit our customers. Opening hours will be well publicised on our website, at the office, in our Tenants Handbook and, periodically, in our Newsletter. Our main Tenants Satisfaction Survey will ask for tenants' views on our opening hours to make sure that we continue to meet customers' needs.

5.2 Our office will be friendly, welcoming, comfortable, clean and tidy. We will provide adequate seating, private interview space and a range of information leaflets.

5.3 Where customers have special requirements, we will make appropriate arrangements where necessary i.e. an induction hearing loop and interpreting services. Information about these services will be displayed in our office reception.

5.4 Customers will be encouraged to make appointments to see the person they need to see and avoid having to wait. Where an appointment has been made the customer will not be kept waiting. If a delay is unavoidable, we will tell the customer the reason for any delay and keep them informed about the likely waiting time.

5.5 Where an appointment has not been made, we will try to ensure that the customer sees the person they need to see and will tell the customer how long they may have to wait. If the staff member is not available or the customer is unable to wait, we will offer an appointment or the services of another staff member.

5.6 If we cannot help, we will always try to direct the customer to someone who can and make a referral where we have arrangements in place to do so.

6.0 OUR WEBSITE

6.1 All information on our website will be clear, up to date and accurate.

6.2 Our aim is to offer 100% of services online, so that customers can access our services at times to suit them.

6.3 We will do all we can to ensure that anyone who wants to can use our website by using software designed to help people with certain needs, for example by subscribing to services such as "Browse aloud", providing text resizing, translation tools, etc.

7.0 WRITTEN COMMUNICATION

7.1 All letters and e-mails sent to customers will be clear, easy to understand and read, and will be written in Plain English. Translations will be provided where appropriate.

7.2 Where we are unable to respond fully within the target response time, we will write explaining the reason for the delay and say when we expect to make a full response.

7.3 All letters will be sent in the name of the person dealing with the matter and will contain clear and accurate explanations about decisions that have been made. E-mails will contain clear contact information.

8.0 TELEPHONE CALLS

8.1 All telephone calls will be answered as quickly as possible. Staff will greet callers in a polite and courteous manner stating their name.

8.2 During opening hours, we will only use Voicemail when staff are unavailable. Recorded messages will be audible and accurate, and callers will be offered the option of leaving a voicemail message or being called back when the staff member is available.

8.3 We use answer phones when the office is closed. Recorded messages will be clear, audible and accurate and will always give the caller the option of leaving a message. Messages will also inform callers of who they should contact in case of an emergency.

8.4 We will respond to answer phone messages at the earliest possible opportunity but no longer than one working day.

9.0 HOME VISITS

9.1 Where required and feasible, we will arrange appointments to visit customers at home during office hours. The customer will always be offered the option of changing the appointment to a time more suited to them.

9.2 If we are unable to keep an appointment, for example due to staff absence, we will notify the customer as soon as possible, explain why we cannot keep the appointment and arrange another appointment at a mutually convenient time.

9.3 All staff will carry identification and will show it to customers before entering their home.

9.4 We will explain the reason for visiting and what, if any, action will be taken following the home visit.

9.5 If the customer is not at home, staff will leave a calling card detailing who visited and why with contact information. Sensitive information will not be noted on calling cards.

9.6 We will not normally visit without an appointment but there will be times when we must, for example if the customer has repeatedly failed to allow access for visits.

10.0 CUSTOMER FEEDBACK

10.1 We will consult with customers on issues that affect them as detailed in our Tenant Participation Strategy.

10.2 When we consult or ask for feed-back we will make sure that:

- We provide all the information customers need to allow them to make an informed response
- We provide reply paid envelopes
- We use the feedback to improve our services and influence our policies
- We report the results to our customers

11.0 CUSTOMER SATISFACTION

11.1 We will use a variety of methods to measure customer satisfaction including:

- A full, independent, Tenant Satisfaction Survey every three years
- Pulse surveys will be carried out biannually
- Repair Satisfaction slips for every internal repair we arrange
- Post contract satisfaction surveys
- New development feedback surveys
- Post allocation feedback surveys
- Periodic surveys on specific services such as stair cleaning or garden care
- Short surveys on Tenantnet
- Facebook posts

11.2 We will use the information gained from these surveys to improve our services and influence our policies.

11.3 We will report the results of these surveys, and what we are doing as a result, to our customers through our Newsletter and website.

12.0 WHEN WE GET THINGS WRONG

12.1 Although we will always strive to deliver excellent service, we acknowledge that we will sometimes make mistakes and will not always get things right first time.

12.2 We will make it easy for Customers to complain, formally or informally, by publicising our complaints policy and making it readily available to anyone who wants to use it. Our website includes various ways for customers to give feedback, as well as giving on-line access to, and information about, our comments and complaints service.

12.3 When we make mistakes we will apologise, put things right as quickly as possible and use the experience to improve our service in the future.

13.0 DATA PROTECTION

13.1 We recognise the importance of data protection legislation, including the General Data Protection Regulation, in protecting the rights of individuals in relation to personal information that we may handle, use and disclose about them, whether on computer or in paper format. We will ensure that our practices in the handling, use and disclosure of personal information as part of the processes and procedures outlined in this policy comply fully with data protection legislation. More information is available from our Data Protection Officer.

14.0 EQUALITY & HUMAN RIGHTS STATEMENT

14.1 The Association is committed to ensuring equal opportunities and fair treatment for all people in its work. In implementing this policy, our commitment to equal opportunities and fairness will apply irrespective of factors such as gender or marital status, race, religion, colour, disability, age, sexual orientation, language or social origin, or other personal attributes.

14.2 In line with our commitment to equal opportunities, this policy can be made available free of charge in a variety of formats including large print, translated into another language or on audio tape.

15.0 RIGHT TO COMPLAIN

15.1 In the event of you not being satisfied with the service received, please contact Craigdale for a copy of the Complaints Policy or download from our website.

16.0 MONITORING AND REVIEW

16.1 In consultation with staff and tenants we will set targets for all aspects of Customer Care and these targets will be reviewed annually.

16.2 Our Scrutiny Panel will monitor our performance on Customer Care

16.3 We will publish our performance results in our Tenants Newsletter and Annual Report.

16.4 The Customer Care Policy will be reviewed at least every 3 years.

Craigdale Housing Association

Customer Care - Service Charter

The Association believes strongly in the importance of providing an excellent customer service.

We are committed to continually improving the service to all our customers to ensure we build upon the high standards currently achieved by the Association.

For all areas of operation, we will set challenging targets which will be monitored and reported on an annual basis to all our tenants and service users.

A copy of our Service Standards is available at our Reception. If you wish a copy of these in large print, Braille, any other language or in audio tape/cd, please advise our staff at Reception.

We will;

- Ensure that all our customers are treated with respect.
- Be professional, honest courteous and efficient in all we do.
- Provide fair and equal service to all our customers.
- Provide information that is relevant, accurate, up-to-date and easy to understand.
- Respect customer's rights to privacy and confidentiality.

We will;

- Provide timely responses to all requests
- Ensure that the appropriate member of staff is accessible.
- Provide a prompt and efficient repairs and maintenance service and set performance targets ensuring work is completed on time.
- Consult customers and consider opinions before making decisions that affect the services, we provide

We will;

- Regularly seek feedback on the range and quality of services we provide.
- Listen to customer's comments, suggestions and complaints which will allow us to continuously improve the way in which we deliver our service.