



C R A I G D A L E

HOUSING ASSOCIATION LTD

Craigdale: The Home of Good Housing

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Service Standards Policy

Date of Policy Review: 22.10.18

Date of Board Approval: 29.10.18

Next Review Date: 2021

AS WITH ALL OF THE ASSOCIATIONS POLICIES, THIS GUIDE IN FULL AND IN PART IS AVAILABLE IN SUMMARY, ON TAPE, IN BRAILLE AND IN TRANSLATION INTO MOST OTHER LANGUAGES – PLEASE ASK A MEMBER OF STAFF IF YOU WOULD LIKE A VERSION IN A DIFFERENT FORMAT

SERVICE STANDARDS POLICY

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1 INTRODUCTION

- 1.1 Craigdale Housing Association's has two key strategic objectives: 'deliver excellent housing and related services' and 'strengthen our communication and engagement with our tenants and other customers'. We are committed to providing high quality customer service and delivering our services in such a way that is consistent with our corporate values of respect, trust, openness and listening.
- 1.2 The Association's Customer Service Strategy (due to be implemented by April 2019) provides a framework for our customer service aims and has been developed to ensure that we achieve high levels of customer satisfaction with the Association, and the services we provide, by focussing on key customer priorities. Linked to this, the Association has developed a range of service standards to advise our tenants and other customers on the level of service that they can expect from us. The standards will also be used to assess our performance in relation to customer service activities. This will involve identifying where we are performing well and also where we may need to improve. The standards will have three inter-linked elements:
- achieving the Scottish Social Housing Charter;
 - Customer Service Standards; and
 - Service Delivery Standards for key service activities (Customer Service Strategy due to be implemented by April 2019).
- 1.3 Information on our service standards will be published and made readily available to existing customers and the wider community. We will also publish information on our performance against the standards on a regular basis.

2 THE SCOTTISH SOCIAL HOUSING CHARTER & REGULATORY STANDARDS

- 2.1 Our Service Standards Policy complies with the Charter and Regulatory Standards.
- 2.2 The Charter was developed by the Scottish Government and introduced through the Housing (Scotland) Act 2010. The Charter was revised in 2017. It sets out the standards and outcomes that all social landlords have to achieve in providing their housing services. It contains sixteen standards and outcomes and covers important areas such as our repairs services, neighbourhood management, how we allocate our homes and tenant participation.
- 2.3 The aim of the Charter is to improve the quality and value of the services social landlords provide by:
- stating clearly what tenants and other customers can expect from social landlords, and helping them to hold landlords to account;
 - focussing the efforts of social landlords on achieving outcomes that matter to their customers; and
 - establishing a basis for the Scottish Housing Regulator to assess and report on how well landlords are performing.

- 2.4 The Association recognises the importance of these aims and is committed to achieving the standards and outcomes detailed in the Charter, and also to being accountable to our tenants and other customers for how well we do this. Linked to this, we will ensure that our performance management and reporting systems show how well we are achieving the outcomes; identify any areas where we need to improve; and enable us to report to our tenants and other customers and the Scottish Housing Regulator.
- 2.5 Our Policy complies with the Scottish Housing Regulator's Regulatory Standard 1: The Governing Body leads and directs the RSL to achieve good outcomes for its tenants and other service users.

3 CUSTOMER SERVICE STANDARDS

- 3.1 Our Customer Service Standards detail the level of service that customers can expect when they contact the Association with a service query or request. Our aim will be to achieve high levels of customer care on a consistent basis whilst also recognising the individual needs and preferences that customers have. The standards are detailed in Appendix one.

4 SERVICE DELIVERY STANDARDS

- 4.1 The Association provides a wide range of housing and tenancy support related services. In order to ensure that these are provided to a consistently high standard we will consult with our tenants and other customers when we develop, review and implement Service Delivery Standards for key service activities. These will also link to the requirements of the Scottish Social Housing Charter and to our Customer Service Standards.

5 CUSTOMER COMPLAINTS

- 5.1 The Association recognises that service complaints represent an important source of customer feedback that can be used to improve levels of customer service. Information and guidance on our Complaints Handling Procedure is readily available through our Association's website, at our office and on request from any member of staff. Information from our complaints activities will be used to inform our overall assessment of how well we are achieving the Association's service standards.

6 EQUAL OPPORTUNITIES

- 6.1 The Association's Equality and Diversity Policy Statement provides information on our commitment to ensuring equality of opportunity, including our approach to meeting legal requirements and regulatory expectations. Our service standards are founded on the basis that all our customers are different and an individual in their own right. The Association will act to provide all services in such a way that everyone is treated fairly regardless of their personal characteristics. We always try our best to find out what our tenants and customers individual needs are, and understand how we can meet them. We also firmly oppose all forms of unlawful discrimination, harassment and victimisation.

7 MONITORING AND REVIEW

- 7.1 Our customer service aims are based on striving for continuous improvement through the management, delivery and monitoring of our service activities. Our performance monitoring systems, in line with this, will incorporate the service standards detailed in this policy as well as a means of monitoring our performance against these. This will also involve providing feedback on the standards to our customers and the Association's governing body in line with the requirements of the Scottish Social Housing Charter. The outcomes from our monitoring and review work will also be used more widely to inform future reviews of the Association's Customer Service Strategy (to be developed in 2019).
- 7.2 To give the Board assurance that the Association can evidence that it is achieving its customers standards the following outcomes will be monitored: Tenant Satisfaction Surveys; complaints and Freedom of Information Requests (once the legal requirement comes into effect for housing associations).
- 7.3 Also, we recognise the important role that all members of the Association's staff team have to play in achieving our customer service aims. Performance monitoring outcomes will also be used therefore to inform learning and development opportunities for the staff team and the development of the service related policy and procedure guidance that underpins their work.
- 7.4 Our Service Standards Policy will be reviewed by the Board every 3 years or earlier if required.

APPENDIX ONE – CRAIGDALE’S CUSTOMER SERVICE STANDARDS

We aim to provide a high quality service by providing our services in line with the following standards.

Our staff team

We will.....

- Greet customers politely and say who we are
- Wear name badges at all times
- Deal with your enquiry in a professional and friendly manner
- Organise an interpreter, signer, translation or alternative format if you need this
- Keep you informed of the progress being made with your enquiry
- Contact you no later than the next working day if you need to arrange a home visit
- Deal with your enquiry in a confidential manner and ensure your personal privacy

Contact by telephone

We will.....

- Aim to answer your calls as quickly as possible
- Try to deal with enquiries there and then without passing you on to someone else
- Tell you the name of the person who will contact you if we need to refer on your enquiry
- Contact you again no later than the next working day if we cannot answer your enquiry immediately
- Provide direct dial telephone numbers wherever possible and appropriate

Contact in writing, by email and through social media

We will.....

- Acknowledge emails, social media enquiries and letters that require a response by the next working day (that's not counting Saturdays and Sundays and Public Holidays)
- Reply to emails and social media enquiries within 2 working days
- Reply to letters, that require a written response, within a maximum of 5 working days
- Provide clear responses that avoid the use of jargon
- Provide a contact name and details on all correspondence

Visiting our offices

We will.....

- Try and see you within 5 minutes of your appointment time
- Provide a separate interview room if you wish to discuss your enquiry in private
- Try our best to deal with your enquiry if you call in without an appointment
- Arrange an appointment with the relevant staff member if they are not available when you call in
- Ensure as far as possible that our offices are fully accessible to those with physical disabilities or other mobility difficulties and to people with prams.

Visiting you at home

We will....

- Wear official identity badges
- Introduce ourselves and explain the reason for the visit
- Let you know if we will be delayed beyond the appointment time
- Leave a visit calling card if we were unable to speak to you

Carrying out work in your home

Our contractors will:

- Wear official identity badges
- Introduce themselves and explain the reason for the visit and what works have to be done
- Tidy up any mess made when carrying out works
- Not ask to use any of your facilities or personal items such as ladders
- Treat you with respect and dignity
- Let you know if they will be delayed beyond the appointment time
- Leave a calling card if you are not at home

Service complaints

We will....

- Provide advice and assistance on how to make complaint if you are unhappy with any aspect of our service
- Fully investigate and respond to all complaints in line with our Complaints Handling Procedure

Involving you

We will....

- Provide clear up to date information and advice on the services that we provide and our decisions on these – we may need to refer you to another organisation if we cannot provide the information and advice you are looking for
- Involve customers in regular reviews of our service activities and standards
- Provide opportunities for customers to provide feedback on our services and how well we deliver these
- Let you know what we have done in response to customer feedback and complaints

How you can help us

It is very important to us that all customers are treated with fairness, courtesy and respect. Likewise, please be patient, courteous and polite when you talk to us – it will be appreciated by our staff team.

How to get in touch

We always welcome suggestions on how we can improve our services, so if you have any ideas on this we would be delighted to hear from you. You can contact us in person, by telephone, in writing or by e-mail at:

Craigdale Housing Association
83-85 Dougrie Road
Castlemilk
Glasgow
G45 9NS

Tel 0141 634 6473

Email: info@craigdaleha.co.uk

Website: <http://www.craigdaleha.co.uk>