

## Customer Service Policy

|                        |                                |
|------------------------|--------------------------------|
| Prepared by            | Corporate Services Manager     |
| Policy created         | November 2015                  |
| Date of last review    | 8 August 2022                  |
| Date of current review | 11 August 2025                 |
| Date of next review    | August 2028                    |
| Reviewed by            | Audit & Business Sub-Committee |

|               |                          |   |
|---------------|--------------------------|---|
| Corporate Fit | Internal Management Plan | ✓ |
|               | Risk Register            | ✓ |
|               | Business Plan            | ✓ |
|               | Equalities Strategy      | ✓ |
|               | Legislation              | ✓ |

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Registered Scottish Charity No.SC040876 | Registered with the Scottish Housing Regulator No.197 | Registered Property Factor No.PF000261 | Registered Society under Co-operative and Community Benefit Societies Act 2014 No.1798RS

### Alternative formats available



Happy to translate  
 Możemy przetłumaczyć  
 Раді перекладати  
 Ni Fahari kutafsiri  
 نحن سعداء لتقديم الترجمة  
 ਅਨੁਵਾਦ ਕਰਕੇ ਖੁਸ਼ੀ ਹੁੰਦੀ  
 ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ  
 乐意翻译

Our policies provide a framework to underpin our vision and values, to help us achieve our strategic objectives.

## Our Vision

Local people, local control.

By providing quality homes and services, we will create stronger communities and a better quality of life for our customers.

## Our Values

- Focused on the needs of our customers and communities.
- Supportive of our staff and Committee members.
- Responsible, efficient, and innovative.
- Open and accountable.
- Inclusive and respectful.
- Fair and trustworthy.

## Strategic Direction

Consolidation and improvement: Applicable to our core business as a landlord & property manager.

Growth: Through the new build opportunities, we are taking forward.

Partnerships: Where this can help to address shared goals and increase capacity and value.

Resilience: A key priority across all parts of our business.

## Strategic Objectives

Services: Deliver quality, value for money services that meet customers' needs

Homes & neighbourhoods: Provide quality homes and neighbourhoods.

Assets: Manage our assets well, by spending wisely.

Communities: Work with local partners to provide or enable services and activities that benefit local people and our communities as a whole

Our people: Offer a great workplace environment that produces a positive staff culture and highly engaged staff.

Leadership & Financial: Maintain good governance and a strong financial business plan, to ensure we have the capacity to achieve our goals.

## Our Equalities and Human Rights Commitment

We understand that people perform better when they can be themselves and we are committed to making the Association an environment where employees, customers, and stakeholders can be open and supported. We promote equality, diversity, and inclusion in all our policies and procedures to ensure that everyone is treated equally and that they are treated fairly on in relation to the protected characteristics as outlined in the Equality Act 2010.

## Privacy Statement

As data controller we will collect and process personal data relating to you. We will only collect personal information when we need this. The type of information we need from you will vary depending on our relationship with you. When we ask you for information, we will make it clear why we need it. We will also make it clear when you do not have to provide us with information and any consequences of not providing this. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you. Further information about this commitment can be found within our full Privacy Statements.

## Policy Scope & Review

For the purpose of this policy the term Association will include all members of the Tollcross Housing Association Limited. Therefore, all employees, governing body members, volunteers, customers and other relevant stakeholders will be expected to adhere to this policy and/or procedure. All policies and procedures are reviewed every 3 years in line with best practice and current legislation. The Association reserves the right to make additions or alterations to this policy and procedure from time to time. Any timescales set out in this policy may be extended where required.

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## **1. Introduction**

- 1.1. We are a customer-focused organisation and are committed to providing our customers with quality information and service delivery.
- 1.2. We operate within a diverse community and are committed to promoting an environment of respect and understanding, encouraging diversity and eliminating discrimination by providing services easily accessible for all, which do not result in any individual or group receiving less favourable treatment.
- 1.3. Our Customer Service Standards outline what our customers can expect when they receive services from us. We set ourselves high standards and value any feedback on these.

## **2. Our customer commitment**

- 2.1. When you contact us, we will:
  - Treat you fairly, with respect and in a professional manner.
  - Be polite, honest and courteous at all times.
  - Ensure, by listening to you, that your needs are identified and understood.
  - Provide accurate and comprehensive updates or information, as required.
  - Make sure that someone takes responsibility to deal with your enquiry so we can resolve as many enquiries as possible at the first point of contact.
  - Boost accessibility to services, by providing you with different ways of getting in touch.
  - Offer user-friendly services by providing information or advice which is concise, accurate, jargon free and in plain language.
  - Provide translation or interpretation services (including alternative formats), when required.
  - Accurately record all updates, correspondence and actions within our tenancy file (ensuring information is kept in line with data protection/retention legislation/policies).
  - Make sure our employees have excellent customer care skills to deliver our services.
  - Be honest, tell customers when we have got things wrong, and try to make things right.
  - Use any feedback you provide to shape the services we deliver.
- 2.2. The relationship built between us and our customers is based on trust and respect. We expect that our customers will appreciate the standard of care extended to them and respond in a positive manner. With this in mind, we ask our customers to:
  - Treat our employees with courtesy, dignity and respect.
  - Give us information we need to help you.
  - Keep appointments made or contact us to arrange a suitable alternative.
  - Provide us with your views and suggestions on how to improve our services.
- 2.3. There may be occasions where a customer's expectation is greater than the services we provide, and we cannot help them directly. Where this is the case, we will signpost to the correct organisation or agency who can help (where possible).

### **3. Customer Service Standards**

- 3.1. In addition to the standard commitments outlined in 2.1, we have the following Customer Service Standards for the different ways we engage with customers.
- 3.2. Visiting our offices or community facilities, we will:
- Provide comfortable and accessible facilities, including private rooms for confidential / sensitive discussions and access to welfare facilities.
  - Ensure the location is open during the published operating hours. Communicate, in advance, any changes to these standard operating hours.
  - Welcome you to the facility, quickly establish the reason for your visit and arrange for the relevant employee to respond to your query.
  - Keep your waiting to a minimum and keep you informed if there is a delay in arranged appointments.
- 3.3. On the telephone, we will:
- Answer telephone calls as promptly as possible and provide an answerphone service for periods of closure (and provide an out of hours emergency repairs reporting line).
  - Provide options to allow for customer to select the correct department and option to speak to a specific employee.
  - Where necessary, take clear messages for relevant employees (and respond to queries by the following working day).
- 3.4. If you write or email us, we will:
- Contact you within 5-working days to discuss your query or where possible provide an outcome.
  - Ensure correspondence is passed onto the relevant department or employee for action.
  - For emails, ensure an up to date 'out of office' message is on for absent employees.
- 3.5. Visiting your home, we will:
- Let you know when we are visiting and explain the reason for the visit.
  - Arrive promptly for a pre-arranged appointment or telephone to advise of any change.
  - Ensure all employees are easily identifiable (i.e. ID badges).
  - Provide you requirements for the visit in advance (e.g. dogs kept in separate room).
  - Provide outcome of visit within 5-working days.

### **4. Other service standards**

- 4.1. We have set out standards (e.g. timescales) for specific services we provide. These can be found within the relevant policies on our website, <https://tollcross-ha.org.uk/policies/document-hub/>. Some of the key services and processes include (but are not limited to), repairs & maintenance, anti-social behaviour and allocations & lets.

## 4.2. Complaints

- 4.2.1. We encourage you to let us know by phone, email, surveys, letter or face-to-face what you thought of the service you received – whether it is a compliment or a complaint. The feedback you provide helps us improve our services.
- 4.2.2. We follow the Scottish Public Sector Ombudsman's Complaint Handling Guidelines when dealing with all complaints received. Through this process we aim to:
- Provide an easy and straightforward framework for service users to obtain information and record a complaint.
  - Keep people informed about how their complaint is progressing.
  - Provide a means to resolve the complaint whenever possible.
  - Improve service delivery by learning from and acting upon information obtained.

## 4.3. Customer consultation & feedback

- 4.3.1. We will consult with customers on a range of areas of services in a variety of ways. When we consult or ask for feedback, we will make sure that:
- We will provide all the information customers need to allow them to make an informed response.
  - Widely publicise the issues being consulted on.
  - Advise of the various ways that comments can be made, making it as convenient as possible.
  - Acknowledge and thank respondents.
  - Inform our Management Committee of the responses and where possible, use the feedback to improve our services and influence our policies.
  - Inform customers of outcomes.

## 4.4. Information requests

- 4.4.1. Customers can request further information from us in line with the following legislation:
- **UK GDPR / Data Protection Act 2018 (your personal data)**  
You have the right to ask what data we hold about you and ask for a copy of the information to be supplied. This request is called a Subject Access Request (SAR).
  - **Freedom of Information (Scotland) Act 2002 (about our services)**  
Where it is in the public interest, you have the right to request information from us about records we hold about the housing services we deliver, our financial wellbeing and governance and for information provided to the Scottish Housing Regulator. This request is called a Freedom of Information Request (FOI).
  - **Environment Information (Scotland) Regulations 2004**  
You have the right to request information from us about records we hold regarding activities that impact or relate on the environment. This request is called an Environmental Information Request (EIR).

## Appendix 1 – Equality & Human Rights Impact Assessment

|                  |                                   |          |           |
|------------------|-----------------------------------|----------|-----------|
| Policy           | Customer Service Standards Policy |          |           |
| EIA Completed by | Corporate Manager                 | EIA Date | July 2025 |

**1. Aims, objectives, and purpose of the policy / proposal**

The aim of the policy is outline our commitment to providing customers with quality information and service delivery.

**2. Who is intended to benefit from the policy / proposal?**

All customers

**3. What outcomes are wanted from this policy / proposal?**

To outline what customers can expect when they receive services from us and staff to know what to deliver.

**4. Which protected characteristics could be affected by proposal?**

|                                     |   |   |
|-------------------------------------|---|---|
| <input type="checkbox"/> Age        | <input type="checkbox"/> Gender reassignment          | <input type="checkbox"/> Religion or belief |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Marriage & civil partnership | <input type="checkbox"/> Sex                |
| <input type="checkbox"/> Race       | <input type="checkbox"/> Pregnancy and maternity      | <input type="checkbox"/> Sexual orientation |

**5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.**

We promote eliminating discrimination and providing services easily accessible to all, intending to avoid any individual or group receiving less favourable treatment.

**6. Describe the likely impact(s) the policy / proposal could have on the groups identified in part 4**

**7. What actions are required to address the impacts arising from this assessment? (This might include; collecting data, putting monitoring in place, specific actions to mitigate negative impacts).**

**8. Consider the impact and actions to be considered for the following Human Right articles:**

**Article 6: Right to a fair trial**  
Everyone should be given the opportunity to participate effectively in any hearing of their case and present their side.

|             |          |
|-------------|----------|
| Impact: n/a | Actions: |
|-------------|----------|

**Article 8: Right to respect for private life, family life & the home**  
Everyone has the right to access and live in their home without intrusion or interference.

|             |          |
|-------------|----------|
| Impact: n/a | Actions: |
|-------------|----------|

**Article 14: Prohibition of discrimination**  
Everyone has equal access to the other rights contained in the Human Rights Act.

|             |          |
|-------------|----------|
| Impact: n/a | Actions: |
|-------------|----------|

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## Appendix 2 –