



TOLLCROSS  
housing association

## Summary Of Customer Service Standards Policy

Prepared By	Anne Fitzsimons, Corporate Services Director
Policy Created	November 2015
Date of Last Review	NA
Date of Current Review	24 <sup>th</sup> June 2019
Date of Next Review	Mau 2022
Reviewed By	Management Committee

### CORPORATE FIT

Internal Management Plan	✓
Risk Register	✓
Business Plan	✓
Regulatory Standards	✓
Equalities Strategy	✓
Legislation	✓

On request, the Association can provide services for an interpreter, preferred method communication for those with hearing impairments and translation of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc. These can be obtained by contacting the Association's offices.

## 1. INTRODUCTION

- 1.1 Tollcross Housing Association Limited is a customer-focused organisation and is committed to providing our customers and prospective customers with quality information and service delivery. We aim to provide appropriate training for our staff members and develop effective methods of seeking customer feedback and appropriate methods of reporting this information.
- 1.2 As we shall ensure treatment of customers is always courteous and helpful it is expected that staff, in return, are treated with dignity and respect at all times.
- 1.3 The Association's contact details and opening hours are as follows: -

Repairs, Factoring, Finance	Housing, Rent, Applications
868 Tollcross Road Tollcross Glasgow G32 8PF Tel 0141 763 1317 Tel 0141 763 1317 Fax 0141 763 3949	
E-mail: <a href="mailto:info@tollcross-ha.org.uk">info@tollcross-ha.org.uk</a> Website: <a href="http://www.tollcross-ha.org.uk">www.tollcross-ha.org.uk</a>	
Opening Hours	
Monday to Thursday	9.00 am – 5.00 pm
Friday	9.00 am – 4.00 pm

## 2. COMMITMENT

Our commitment to customer care is underpinned by the Association's strategic key theme – "Engage with Tenants and Customers".

We shall establish a range of ways for our service users to engage with us and participate in decision-making processes, where appropriate. This will be evidenced through on-going work with the Performance Improvement Network and Loops (PIN & PILs), learning from customer complaints/compliments and customer satisfaction surveys.

### 3. DEFINITIONS

3.1 The following is a list of who we consider to be our 'customers' and with whom we interact or provide a service to: -

- Tenants
- Residents (e.g. owners and sharing owners)
- Applicants
- Staff
- Other private, public and voluntary sector organisations and agencies we work with (e.g. the Scottish Housing Regulator, local authorities, contractors, consultants and other Housing Associations)
- Other members of the public and anyone else who interacts with us

### 4. SERVICE LEVEL OBJECTIVES

**a. 4.1 Overall Objectives**

- a) We will deliver high quality services making the best use of our resources.
- b) We will keep you advised of our activities and consult with you when major changes to services are planned.
- c) We will use your views to improve the quality of our service.
- d) We will treat you fairly and with respect.
- e) We will respond to your enquiries and complaints.
- f) We will always be approachable and professional.

### 5. CUSTOMER SERVICE STANDARDS

- a. In order to ensure that everyone is clear about the acceptable standard of service, the Association has prepared the following Customer Service Standards. These standards shall be publicised in each of our offices and on our website, [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk).

5.1 Visiting the Office: We shall: -

- a) Ensure the office is open during the published hours and display notices in advance of ad-hoc closure, such as training.
  - b) Make sure our office is adequately staffed.
  - c) Make sure the staff members have photographic ID badges identifying themselves to you.
  - d) Wear a uniform and be dressed in a neat, tidy and business like-fashion at all times.
  - e) Promptly greet you in a courteous, respectful and professional manner.
  - f) Deal with your query as quickly as possible to minimise your waiting time.
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- g) Direct you to the appropriate member of staff where the staff member who greets you cannot answer your query.
- h) Arrange an appointment that suits you if you require.
- i) Not keep you waiting when you have arranged an appointment.
- j) Keep you informed if there is a delay in your appointment.
- k) Provide you with a tidy, comfortable and accessible waiting area.
- l) Make sure there is informative information available for you to take away.
- m) 'Sign-post' you to an appropriate agency or person who can help if we cannot.
- n) Ask your permission for an independent agency to contact you to check on your experience with us.

#### 5.2 Home Visits: We shall: -

- a) Ensure staff have photographic ID badges when visiting your home.
- b) Never enter your home uninvited.
- c) Always explain the reason for the visit.
- d) Arrange a date and agree a timeframe that suits you.
- e) Contact you if there is a delay or if we cannot attend the appointment, giving you a reason for this.
- f) Ask your permission for an independent agency to contact you to check on your experience with us.

#### 5.3 Telephone Calls: We shall: -

- g) Provide you with a range of options when you call to help you get through to the correct department.
- h) Ensure the telephone is answered by a Staff member during the published office opening hours in a friendly, courteous and professional manner.
- i) Ensure that if the specific staff member you are calling is not available, you will either have your call taken by another member of staff, or you will have the opportunity to leave a message on the answer machine.
- j) Ensure the main switchboard answer machine is on during office closure times and that it clearly indicates that the office is closed. You will be given an option to either be put through to our emergency out of hours contractor (option 1) or to leave a message to be addressed the next working day (option 2).
- k) Ensure that other answer machine messages are responded to as quickly as possible.
- l) Aim to answer calls within 6 rings.
- m) Confirm you have called Tollcross Housing Association and let you know who you are speaking to.
- n) Establish the reason for your call and either take appropriate action or pass your call onto the relevant Staff member.
- o) Aim to have telephone enquiries resolved at the first point of contact.
- p) Ask your permission for an independent agency to contact you to check on your experience with us.

#### 5.4 E-mails & Letters: We shall: -

- a) Ensure the 'out of office assistant' is set to inform you when the staff member you have e-mailed will be back in the office (e.g. confirming a period of annual
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- leave). This will inform you to contact another member of staff if the nature of your message is urgent.
- b) Acknowledge receipt of correspondence received within 3 working days.
  - c) Ensure your correspondence is passed to the appropriate person for action.
  - d) Contact you within 5 working days (depending on the nature and urgency of your correspondence) to discuss your query or provide a written response thereafter. This response will set out clearly the explanation about decisions that have been made.
  - e) Ensure we write in plain English and avoid jargon.
  - f) Where identified, we provide correspondence in varying text size, language and other formats such as computer disc, tape or Braille.
  - g) File the correspondence in your Tenancy File. This correspondence forms part of the information audit undertaken annually and either retained or disposed of in line with the Association's Data Retention Policy.
  - h) Ask your permission for an independent agency to contact you to check on your experience with us.

## 6. Our Expectations of You

The relationship built between ourselves 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 think it is not unreasonable to ask you to: -

- a) Treat our Staff with respect by being polite and courteous.
- b) Not be abusive or threatening in your attitude, words or actions.
- c) Provide information requested within the timescales indicated.
- d) Meet the terms of reasonable requests made by our Staff.
- e) Understand that sometimes we just simply cannot help you. Where this is the case, we will make every effort to help you source the agency(ies) who can help.

## 7. General Data Protection Regulations

The Association will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection and Data Retention Policies. Information regarding how your data will be used and the basis for processing your data is provided in Tollcross Housing Association's transparency statements (e.g. employee, tenant, housing applicant).

## 8. Breaches of the Customer Service Standards Policy

Through our independent post-contact surveys, we intend to encourage our customers to inform us of where we went wrong or did not meet your expectations. Where you express dissatisfaction, you will be asked if you would like the Association to contact you about this. It is your right to refuse this offer, however where you feel we have breached the policy so significantly, we would expect you to give the Association an opportunity to take remedial action to resolve the issue to your satisfaction. This would be handled within the Association's Complaint Handling Procedure.

This assists the Association as it strives for continual improvement, which in turn should improve the service delivery to our customers. You can obtain a copy of the Complaints Handling Procedure upon request or download it from our website, [www.tollcross-ha.org.uk](http://www.tollcross-ha.org.uk).