
CUSTOMER SERVICE POLICY

Title:	Customer Service Policy
Purpose of Procedure:	To provide guidelines for staff when dealing with any tenants/visitors.
Section:	Management Committee & Staff
Date:	February 2023
Review Date:	February 2026
Charter Standards:	The customer/landlord relationship <ol style="list-style-type: none">1. Equalities2. Communication

Reference:

BLAIRTUMMOCK HOUSING ASSOCIATION LIMITED

CUSTOMER SERVICE POLICY

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1.0 INTRODUCTION

This policy provides guidelines as a minimum standard or as the basic background to the Blairtummock way of doing things. The purpose of this policy is to achieve Charter Standards 1 & 2 set out by Scottish Housing Regulator which requires:-

The customer/landlord relationship

1. Equalities

Social landlords perform all aspects of their housing services so that they support the right to adequate housing:

- *they support the right to adequate housing*
- *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*

This **outcome** describes what social landlords, by meeting their statutory duties on equalities should achieve for all tenants and other customers regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. This includes the need to eliminate discrimination and advance equality of opportunity. It includes the landlord's responsibility for finding ways of understanding the rights and needs of different customers, for example victims/survivors of domestic abuse and delivering services that recognise and meet these. This may include making reasonable adjustments.

2. Communication

Social landlords manage their businesses so that:

- *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.*

This **outcome** covers all aspects of landlords' communication with tenants and other customers. This includes using a range of non-digital and digital communications in accessible formats that meet individual needs. It also covers making it easy for tenants and other customers to make complaints and provide feedback on services, using that information to improve services and performance, and letting people know

what they have done in response to complaints and feedback. It does not require landlords to provide legally protected, personal or commercial information.

2.0 OBJECTIVES

2.1 The Association is controlled by a Management Committee of local residents and the organisation has the following aims and strategic objectives:-

Our Vision for the Association Is:

"to secure a safe and attractive environment for current and future generations".

The Strategic Objectives for this Period are:

- To work in partnership with others to regenerate our community
- To work with residents to ensure our service delivery is relevant, affordable and of a high standard
- To continue to invest in our properties in an environmentally sustainable manner
- To build on the financial strength and continued viability of Blairtummock HA in order to meet our objectives
- To work with our community to identify and deliver their priorities which will improve their quality of life. This could relate to housing, employment opportunities, building confidence or accessing support
- To maintain and build on the expertise and experience of our Committee and Staff

The Association would therefore wish to recreate a stable environment and attract people who are committed to living in the area and not people who have come here because of no other option.

3.0 DEALING WITH CUSTOMERS

3.1 Enquiries by Letter

All correspondence received by the Association will either be acknowledged within 3 working days of receipt or a formal reply, where applicable, will be sent within 10 working days from the date of receipt.

3.2 Enquiries by Telephone

All staff will return telephone calls, wherever possible on the same day they are received.

When answering the telephone staff should state the following script:

"Good morning/afternoon Blairtummock Housing Association "Name" speaking"

3.3 Enquiries in Person

Tenants would normally be seen immediately by staff or by appointment, as appropriate taking into consideration the availability of staff and the nature of the enquiry.

3.4 Passing on Messages

All messages received, either by telephone, email or in person, will be passed on immediately to the relevant staff member. Where the staff member is not available a message will be left on their email or voicemail providing all the relevant details.

3.5 Appointment systems

Tenants are encouraged to make appointments, however in the case of an emergency, all efforts will be made to speak to them in person. Non-tenants, including sales persons and waiting list applicants will **not** be seen without appointments. Any appointments made should be noted in the outlook calendar of the member of staff.

4.0 DEALING WITH DIFFICULT SITUATIONS

4.1 On the Telephone

Staff are not expected to tolerate abusive language and should such a situation arise, the following line should be taken

"It is not the Association Policy to accept telephone calls which involve swearing and abusive language. Association staff are not expected to accept calls of this nature and I am about to hang up the telephone"

4.2 In Person

Association staff will not tolerate any abusive language, swearing or violent behaviour. Should a situation arise staff should, wherever possible, request that the tenant/visitor makes an appointment to return at a later date. Whenever necessary staff should not hesitate to contact the Police or use panic buttons (located under the reception desk, behind the Office Administrator Assistant's desk and in both interview rooms).

4.3 Confidentiality of Information

All information received to the Association's office is dealt with in strictest confidence. The Association is required to pass on some information to some authorities under the Data Protection Act. This decision to pass on information should be made by the Housing Services Manager or the Director.

5.0 SERVICE LEVEL TARGETS

5.1 Repairs

Target response times for repairs are as follows:

Emergency	within 24 hours
Urgent Repairs	within 5 working days
Standard Repairs	within 10 working days
Programmed Works	within 30 working days

5.2 Complaints

The Association has adopted the SPSO Model Complaints Handling Procedure which gives clear details of steps which can be taken to try and get things put right when there is a problem.

The Association will always try and deal with complaints sympathetically but there are some things we will not be able to give information about.

5.3 Correspondence

All correspondence received by the Association will either be acknowledged within 3 working days of receipt or a formal reply, where applicable, will be sent within 10 working days from the date of receipt.

6.0 RIGHTS OF REDRESS

6.1 Complaints Procedures for Customers

Anyone who receives or requests a service from Blairtummock Housing Association can use the complaints procedure. Copies of the Association's Complaints Policy are available from the reception.

6.2 Grievance Procedures for Staff

Staff may follow Grievance Procedures in situations where they feel they have not been given support when dealing with a particular situation. Grievance Procedures are included in Section A14 of the Conditions of Service.

7.0 EQUALITIES OPPORTUNITIES & HUMAN RIGHTS STATEMENT

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.