

# Customer Care: What to Expect

- Complete jobs within set times unless agreed otherwise with you (date specific) and provide compensation if we don't:
  - Emergency – within 4 hours
  - Urgent – within 3 working days
  - Routine – within 10 working days
- Provide an out-of-hours service by way of an emergency number

## When providing information about your payments we will:

- Give at least 4 week's written notice before a payment amount is changed
- Offer you a variety of ways to pay your accounts
- Provide you with the opportunity to clear arrears by agreed instalments
- Advise you of our in-house independent welfare rights service

## To help us achieve these standards you can:

- Be polite when speaking to us
- Pay your rent, service charges and factoring charges on time
- Take reasonable care of your home
- As quickly as possible report any repairs we are responsible for and repair things you are responsible for
- Give us access to your home to carry out repairs and safety checks
- Behave in a responsible way towards your neighbours and other people
- Give us the information we ask you for, when we need it.
- Give feedback in order that we can improve our services to you

Our full customer care policy is available from our website or on request from our office.

Please let us know if you did not experience the level of customer care we promised.

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If you need this leaflet on audio CD, in large print, another language or in Braille, please contact us.



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This leaflet provides a summary of our Customer Care targets for answering the telephone, returning calls, replying to letters/emails and so on



At Clydebank Housing Association, we aim to offer the highest quality of service to our tenants, sharing owners, owners and other service users/ customers and intend to fulfil the outcomes of the Scottish Social Housing Charter which include:

- That every tenant and customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services
- 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
- Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done

**“Customers are our priority and we ensure equality of service throughout our organisation”.**

## Who are our customers?

Our customers are anyone who we provide a service to and interact with to provide a service and include:

- Tenants, sharing owners and owners
- Housing applicants and job applicants
- Members of the Association and the public
- Contractors and consultants
- Local Authorities and other Housing Associations
- The Scottish Housing Regulator, Scottish Government, lenders; and so on

## What targets does our Customer Care policy set?

Our Policy sets our targets in relation to:

- Answering the telephone and returning calls
- Replying to letters
- Keeping to appointment times and timescales to see customers if they don't have an appointment
- Dealing with complaints
- Responses to information requests
- Completing maintenance work; and so on

Please find below a **summary** of some of our targets.

### At all times we will:

- Be polite, helpful and treat you fairly and with respect
- Respond quickly to your enquiries and give you information you find easy to understand
- Ask for, and listen to, your views on our services
- Not keep you waiting without an explanation
- Admit when we have made mistakes and try to put things right

### When you telephone us we will:

- Answer the call quickly and tell you who you are speaking to
- Offer to take a message or to ring you back if the staff member is unavailable; and
- Reply to telephone messages within one day

### When you write to us we will:

- Reply to your letter, fax or email within 5 working days
- Let you know if we can't give a full reply within 5 working days, e.g. investigation of a complaint
- Respond in the best format for you, such as on CD

## When you want to make an appointment we will:

- Arrange appointments at our offices or in your home to suit you and tell you as soon as possible if we cannot keep the appointment

## When you visit us we will:

- See you within 5 minutes of your appointment time or try to see you within 10 minutes if you do not have an appointment
- Offer you a private interview room

## When we visit your home we will:

- Be on time or let you know if we are delayed, show you ID and explain the reason for the visit
- Respect your home and all reasonable customs
- Leave a calling card if you are out

## When you make a complaint we will:

- Acknowledge receipt within 3 working days, respond to it within 5 working days or 20 working days where detailed investigation is required, and let you know how to take it further if you are not satisfied
- Apologise if we have got it wrong and make every effort to put it right
- Use complaints to improve our service to you

## When you give us information we will:

- Treat it sensitively and in confidence
- Work within the rules of the Data Protection Act

## When you report a repair we will:

- Use competent maintenance contractors who will provide ID and be polite, professional and respectful whilst in your home