

# Customer Services Charter

**The Housing Association aims to provide services to the highest standards and our Customer Services Charter explains how we will do this.**

## **We are committed to:**

- treating everyone fairly, equally and sensitively
- being courteous, friendly and efficient
- being as open, informative and accessible as possible whilst respecting confidentiality
- striving to improve our service standards by reviewing them regularly and using feedback from our customers
- monitoring our performance against our targets and publishing the results



## **We will ensure that:**

- our staff maintain a professional manner at all times
- we use plain and clear language
- we listen carefully and provide clear and accurate information
- all data we hold about you is secure, accurate and up to date
- where requested, we will attempt to provide information and publications in other languages or formats, eg large print

## Visitors:

- our offices will generally not be open to visitors without an appointment and our working hours are from 9.00 am to 5.00 pm, Monday to Friday and any variations will be publicised
- our staff will wear name badges



- visitors with an appointment will be seen promptly at the arranged time
- we will provide a dedicated meeting room for the discussions to take place
- if requested, we will arrange to meet our customers in their homes or places of work where this is practicable, cost effective and meets all Health & Safety requirements

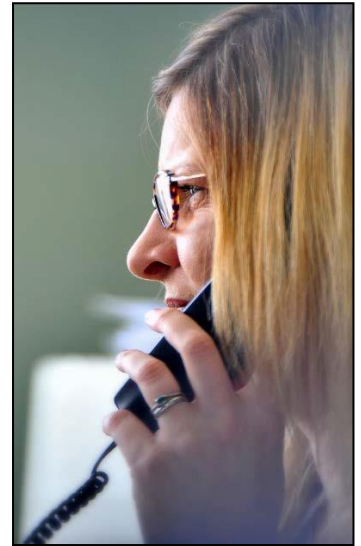
## If we visit you:

- we will arrange an appointment in advance
- we will provide you with our identification before entering the property
- we will let you know of any information we may need before we visit
- we will give you as much notice as possible if an appointment has to be changed or cancelled



## Phone:

- our telephone system will be open from **9.00 am to 5.00 pm, Monday to Friday**. Outside these hours, and on public holidays, you can leave messages on our **answering system**
- we will answer reception calls **within 5 rings** and **staff will tell you their names**. Incoming calls on direct lines, or diverted calls from reception, **will normally be answered within 5 rings** but where staff are not available, their calls will be answered by colleagues or voice-mail which may take slightly longer
- we will return all telephone calls and answerphone messages promptly and **no later than the end of the following working day**, unless we have told you otherwise

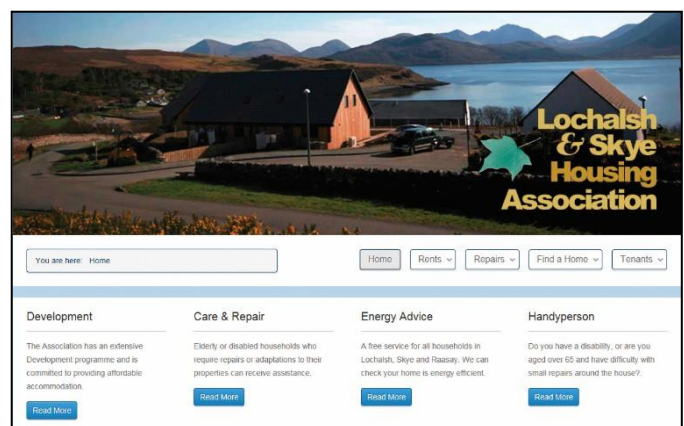


## Correspondence:

- we will deal with letters, emails and faxes promptly and respond in **no more than 5 working days**. If the matter is urgent we will respond **within 24 hours**
- if we cannot respond within these timescales, we will acknowledge your correspondence and give you a date by which we expect to give you a more detailed response
- we will clearly **date** all correspondence and include our **name and job title**
- when out of the office or absent from work, we will send an **automatic out-of-office message acknowledgement** to emails

## Our Website:

- we will provide a **wide range of useful information** on the work of the Association, our services and our performance on our website
- we will **update the website regularly** and make sure it contains information in an easy and flexible way for you to use
- we will include **useful links to organisations** from whom you can obtain additional advice and information



## Payments

- if you are due to be paid by us, we will make payment at the **earliest possible date** and all invoices, not in dispute, **will be paid within 30 days or within the agreed terms, if different**



## Suggestions and complaints:

- we invite all our customers to suggest ways in which we can **improve our services**. If things go wrong and you wish to **make a complaint**, we will advise you clearly how to do this and provide you with a copy of our written complaints procedure on request.

**The Association respects the rights of both its customers and its staff, and, as such, we will not tolerate any form of abusive, aggressive or violent behaviour, whether verbal or physical, in any of our premises.**



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