Draft Customer Care Charter - For Consultation

Introduction

We have been working with our Tenant Scrutiny Group to see how we can improve the service that we provide to our customers. This Customer Care Charter has been developed in response to this.

Our mission is:

"We deliver quality homes and services in attractive neighbourhoods and vibrant communities"

In order to achieve this mission, it is important that we ensure that all customers experience good quality customer care from us. Our customers include those served by:

- Govanhill Housing Association
- Govanhill Community Development Trust

This charter outlines what you as a customer can expect from us in respect of our service delivery, communication and interactions with our staff.

The charter outlines how we will measure and monitor implementation of this charter and it also details how you can notify us if your customer experience with us is not in line with this charter.

Our Approach

Our customer care approach is based on our values which are:

- Effective and efficient
- Inclusive and supportive
- Bold and innovative
- Transparent and accountable
- Trustworthy and fair

The table below outlines what you can expect as a customer in terms of each of the above values.

Values	We will
Effective and efficient	• Always communicate with you in polite and friendly manner • Listen to you and respect your views • Respond to your query and act promptly • Identify solutions to resolve issues raised • Always have a "how can I help" approach • Always seek to do our best
Inclusive and supportive	• Be welcoming and friendly to everyone • Ensure that everyone we work with feels respected

	• Take time to listen and get to know you and your needs • Be aware of and understand various cultures and beliefs • If English is not your first language, we will make every effort to communicate with you in your own language including arranging an interpreter • We will consider individual communication needs as well as information sharing • Listen and understand what you are telling us • Creating a sense of belonging • Show empathy and understanding
Bold and Innovative	• **Help wherever possible** • Strive to improve what we do for our customers • Take positive action to improve poor customer service • Look for ways to make a positive difference through the work that we do • Do the right thing in line with best practice even if it is not the easiest thing to do • Consider different ways to resolve issues for our customers
Transparent & Accountable	• Speak honestly and be open • We won't use jargon • Take responsibility and proactively resolve any issues • Do what we say we are going to do and keep you updated
Trustworthy and Fair	• Listen to your concerns and help to resolve issues wherever possible • Ensure any information you share with us will be treated in a confidential manner • Treat everyone with respect

Equalities

We want to deliver good customer service to all our customers and take into account individual needs. We have used the information we have about customers to get a better understanding of how we can improve customer service. We will use this information and work with our customers to ensure that our customer care, communication and service delivery meets the needs of all customers.

Anti Racist Statement

Govanhill Housing Association is committed to being actively anti-racist. We stand against all forms of racism and discrimination, and we work to create safe, inclusive homes and communities for everyone.

In line with our values, we will:

- Treat everyone with fairness, dignity and respect
- Challenge racism wherever it occurs
- Promote equality, diversity and inclusion in all our services
- Listen to and support our diverse community
- Continuously improve our practice through learning and accountability

What you can expect

We have put in place a number of customer care standards which detail what you can expect when you contact us.

Method of Contact	**You can expect**
Phone	• We will answer your call within 5 rings and will let you know who you are speaking to • We will aim to answer your query at first point of contact • We will provide you with clear timescales of when we will get back to you if we are unable to deal with your enquiry right away. We will aim to get back to you within one working day • If the person you wish to speak to is unavailable, we will take a message and arrange for them to call you back, and provide clear timescales of when this will happen • If you prefer, we will transfer you to the staff member's voicemail, to allow you to leave a message • We will ensure that our voicemail messages are checked regularly, and staff advise if they are on leave
Social Media	• We will aim to respond to your enquiries within 2 working hours • Where possible, we will respond to anyone who contacts us via social media using the same medium • We cannot guarantee a response to social media enquiries out with working hours
Email	• We will aim to respond to you within one working day, and if we cannot answer your query in this

Method of Contact	You can expect
	timescale, we will acknowledge receipt of your email, and tell you when we will respond further • We will sign any emails to you with our name, job title and a direct dial number and email address that you can get back to us on • If English is not your preferred language we can respond in your preferred language
In Person	• You can expect our office to be fully accessible to all our customers • You can expect to be acknowledged when you arrive, and not kept waiting more than 10 minutes before an appropriate person deals with your enquiry * • You can expect a private meeting room if you require one • You can be provided with an interpreter if English is not your preferred language, or a signer if you have a hearing impairment **If you have a pre-arranged appointment, we will see you at the agreed time. For drop-in enquiries, we aim to see you within 10 minutes. Where specialist staff are unavailable, we will arrange a specific appointment or ensure a member of the team contacts you within one working day"*
Post	• We will answer your enquiry within five working days, and if we cannot reply in this timescale, we will acknowledge receipt of your letter, and tell you when you will receive a response • We will respond using language that is clear and easy to understand, avoiding the use of jargon • If English is not your preferred language we can respond in your preferred language • We will sign any letters to you with our name, job title and appropriate contact details
If we visit your home	• If you request a home visit, we will arrange to see you within 3 working days • We will introduce ourselves and carry photographic identification

Method of Contact	You can expect
	• Where possible, let you know in advance of our intention to visit • If English is not your first language we can arrange for an interpreter to accompany a GhHA member of staff
If you make a complaint to us	• We will respond to a stage 1 complaint within 5 working days • We will acknowledge a Stage 2 within 3 days and respond within 20 days

We will always aim to achieve the above standards but on occasions this may not be possible due to high call volumes etc.

Where an issue is more complex and we cannot resolve within the timescales above, we will ensure that we communicate with you to keep you updated.

We also have a number of service specific standards.

Housing Management

Contact Reason	You can expect
Applying for housing	• If you have included all required information, we will process your application within 10 working days • We will send you information about the areas you have applied for, and how many points you have
Processing a rent payment	• We will process your rent payment by the next working day
If you have difficulty paying your rent	• We will ask our Rent Team to contact you and offer a referral to our Welfare Rights Team who will be in touch within three working days
Looking to make an alteration to your home	• We will arrange for a Maintenance Inspector to visit within 5 working days if required • If no Maintenance Inspector visit is required, we will process your form within 5 working days
If you have a neighbour dispute or complaint about anti-social behaviour (ASB)	• We aim to resolve ASB complaints that are of a serious nature within 5 working day • For ASB complaints that are not serious we aim to resolve within 10 working days for category B type complaints or 12 working days for category C.
If you wish to make a change to your tenancy	• We will process all tenancy changes where the correct information has been provided within 5 working days
Estate Management	• We will remove any offensive graffiti within 1 working day

	• We will remove non offensive graffiti within 7 days • We will inspect all common areas every 6 months as a minimum • We will inspect all common blocks every 3 months as a minimum
Grounds Maintenance/Close cleaning (where applicable)	• If you are a tenant your close will be cleaned once per week • If you are a tenant walls, windows, handrails, ceilings and doors will be cleaned monthly in your close. • If you are a tenant and are on our garden maintenance assist list, we will cut your grass 14 times a year • We will cut back hedges 3 times a year for communal areas

Repairs and Maintenance

Contact Reason	**You can expect**
Planned Maintenance	• We will advise you no less than 2 weeks before we want to attend your property to undertake a survey in advance of planned work • We shall ensure that cooking facilities within kitchens, and toilet and washing facilities within bathrooms including hot water supplies within bathrooms, and heating facilities are available to Govanhill Housing Association's customers at the end of each working day. Temporary heaters shall be provided by the Contractor where the heating system is not operational at the end of each working day
Repairs	• Repairs should be reported to us over the phone, or via email to allow us to respond effectively • Emergency repairs – we will attend and make safe within 4 hours • Non-emergency – we will attend and complete within 5 working days

Development

Contact Reason	You can expect
Development of new homes	• We will hold at least one consultation event on our proposals at an appropriate stage in the planning process

	• We will undertake a satisfaction survey of tenants in our new build homes within one year of handover of the home

Factoring

Contact Reason	You can expect
Factoring payments	• We will process your factoring payment (except cheque payments) within 2 working days.
Estate Management	• We will remove any offensive graffiti within 1 working day • We will remove non offensive graffiti within 7 days • All common blocks every 3 months as a minimum
Grounds Maintenance (where this service is provided to owners in your close)	• Please note that the specification may vary depending on the type of property. • We will cut your grass twice a month from April to October. • We will remove bulk and de-litter on a weekly.
Close cleaning (where this service is provided to owners in your close).	• Your close will be cleaned once per week • Walls, windows, handrails, ceilings and doors will be cleaned monthly in your close.
If you have a neighbour dispute or complaint about anti-social behaviour (ASB)	• If the dispute relates to an Association tenant, we will liaise with Tenancy Services Team and report back to you. Our aim is to resolve ASB complaints that are of a serious nature within 5 working days. • If the dispute relates to an Association tenant, we will liaise with our Tenancy Services Team and report back to you. Our aim is to resolve ASB complaints that are not serious within 10 working days for category B type complaints or 12 working days for category C.

Tenant Consultation

Contact Reason	You can expect
Responding to consultation activity	• If you respond to a tenant consultation activity, we will provide a written report in our newsletter

	of all feedback received and how this influenced the consultation outcome

How we will make sure we are meeting these standards

It is important that we ensure that we meet these standards and we will monitor this by issuing regular customer feedback surveys to get your feedback on how well we are meeting these standards.

We will report the results of these surveys to customers and our Management Committee and will address any issues raised in your feedback and let you know how we are doing to do this.

What to do if we don't meet these standards

If your experience as a customer does not meet our standards or our approach, it is important that you let us know so we can continue to improve. You can either feedback this back to us by completing a feedback survey or get in touch via phone/email and let us know. You can also let us know by accessing our Complaints Handling Procedure.

What We Expect from You

Our staff work hard and in the best interests of our customers. We acknowledge that we don't always get things right, but we would ask customers to treat our staff with respect.