Govanhill
HOUSING ASSOCIATION

Customer Care Charter Summary Document

Introduction

We have been working with our Tenant Scrutiny Group to look at how we can improve the services we provide. As part of this we have developed a Customer Care Charter. This document provides a summary of the full charter – which you can read on our website at **www.govanhillha.org/association-reports/** if you would prefer a printed copy, they are available at our offices at Samaritan House and in Merrylee.

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

Equalities

We want to deliver good customer service to all 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.

What you can expect

We will always aim to achieve the standards outlined here but this may not always be possible. Where an issue is more complex and cannot be resolved within these timescales, we will keep you updated.

Communication

If you phone us, we will

- Answer your call in 20 seconds and let you know who you are speaking to
- Aim to answer your query, and if not give clear timescales of when we will aim to get back to you
- We will aim to get back to you in one working day

If you email us, we will

- Aim to respond within 48 hours, if we cannot answer your query within that timescale, we will acknowledge receipt and give you a clear timescale
- If English is not your preferred language we can respond in your preffered language

In person you can expect

- Our office to be accessible to all customers
- To be acknowledged when you arrive. 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 make an appointment for you
- 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

Communication

If you contact us by post

- We will answer your enquiry within 5 working days from receipt of your communication, and if we cannot reply in this timescale, we will acknowledge receipt of your letter, and tell you when you will receive a response

If we visit your home

- If you request a home visit, we will arrange to see you within 5 working days
- We will introduce ourselves and carry photographic identification
- Where possible, we will let you know in advance of our intention to visit

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

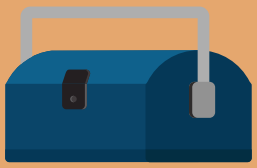
We will always aim to achieve the above standards but on occasions this may not be possible. Where an issue is more complex and we cannot resolve within the timescales above, we will keep you updated

Timescales for specific queries

Service or Query	Our Service Standard
Applying for Housing	If you provide all the required information, we will process your housing application within **10 working days**.
Paying Rent	We will process your rent payment by the **next working day**.
Difficulty Paying Rent	We will offer a referral to our Welfare Rights service, who will contact you within **3 working days**.
Paying Factoring Fees	We will process your factoring payment within **2 working days** (excluding cheque payments).
Making an Alteration to Your Home	Where a visit is required, a Maintenance Officer will arrange to visit you within **5 working days**. If a visit is not required, we will process your request within **5 working days**.
Neighbour or Anti-Social Behaviour Complaints	For serious complaints, we aim to resolve the issue within **5 working days**. For less serious complaints, we aim to resolve the issue within **12 working days**.
Changing Your Tenancy	We will process your request within **5 working days**, provided all required information has been supplied.

Reporting Graffiti	We will remove offensive graffiti within **1 working day** and non-offensive graffiti within **7 working days**
Reporting a Repair	For emergency repairs, we will attend and make safe within **4 hours**. For non-emergency repairs, we will attend and complete the repair within **5 working days**
Responding to a Consultation	We will provide a written response in our next newsletter, outlining the feedback received and any actions taken as a result

Communication about planned Maintenance and Development



Planned maintenance

We will contact you no less than 2 weeks before we plan to attend your property.

We will ensure cooking, heating, and washing facilities are available to Govanhill Housing Association customers at the end of the day.

Development of new homes

We will hold at least one consultation event on our proposals during the planning process

Estate management

- We will inspect all common areas every 6 months at a minimum.
- We will inspect all common blocks every 3 months at a minimum

Close Cleaning

- If you are a tenant or an owner with the close cleaning service, your close will be cleaned once per week. Additionally, walls, windows, handrails, ceilings and doors will be cleaned monthly in your close

Grounds Maintenance*

- We will cut back hedges 3 times between April and September for communal areas
- We will remove bulk and de-litter on a weekly basis
- We will cut your grass twice a month from April to October

*please note specifications may differ depending on the type of property you have, if you are a factored owner.

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. We will report the results of these surveys to customers and our Management Committee and will address any issues raised.

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. Either complete a feedback survey or get in touch by phone or email.

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.

Govanhill
HOUSING ASSOCIATION

GCDT
GOVANHILL COMMUNITY DEVELOPMENT TRUST

Govanhill Housing Association Ltd, Samaritan House, 79 Coplaw St, Glasgow G42 7JG
Tel: 0141 636 3636 Email: checkin@govanhillha.org

Govanhill Housing Association Ltd is a registered Scottish Charity No SC010307. Govanhill Housing Association Ltd is registered under the Co-operative and Community Benefit Societies Act 2014, Register No 1791 R(S). Govanhill Housing Association Ltd is a Registered Social Landlord with the Scottish Housing Regulator, Registration No HCE 117. Property Factor Registered Number PF000118