

Customer Care Charter



West of
Scotland
Housing
Association

Introduction

West of Scotland Housing Group has recently carried out a review of its approach to customer care and from the review, this Customer Care Charter has been developed.

Our mission is:

“We put customers at the heart of everything we do. We do this by listening to their views and caring about what matters to them. We take a flexible and innovative approach when providing homes and services that help individuals and communities thrive”.

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:

- West of Scotland Housing Association (WSHA)
- Willowacre Trust
- Westscot Living

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 our values which are:

- Respect - **We treat everyone with empathy and kindness**
- Inclusive - **We aim to meet individual needs and recognise diversity**
- Integrity - **We act with integrity and honesty at all times**
- Improvement - **We aim to continuously improve what we do to benefit our customers, staff and stakeholders**
- Support - **We will be supportive in our approach with customers, staff and stakeholders**

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

Value	We will
Respect	<ul style="list-style-type: none">• Always communicate with you in polite and friendly manner• Listen to you and respect your views• Always behave respectfully and professionally
Inclusive	<ul style="list-style-type: none">• 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 have understanding of various cultures and beliefs
Integrity	<ul style="list-style-type: none">• Speak honestly and be open• Help wherever possible• Do the right thing even if it is not the easiest thing to do• Take responsibility and proactively resolve any issues• Do what we say we are going to do and communicate updates• Ensure any information you share with us will be treated in a confidential manner
Improvement	<ul style="list-style-type: none">• Always seek to do our best• 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
Support	<ul style="list-style-type: none">• Always have a “how can I help” approach• Show empathy and understanding• Listen to your concerns and help to resolve issues wherever possible

Equalities

We want to we deliver good customer service to all of 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 irrespective of their age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation. In addition to the protected characteristics we also recognise that customers can have additional needs based on wider social inequalities and we will take these into account when delivering services.

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.

Phone







- We will answer your call promptly (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 can not guarantee a response to social media enquiries out with working hours

<p>Email</p> 	<ul style="list-style-type: none"> • We will aim to respond to you within one working day, and if we cannot answer your query in this 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
<p>Customer app</p>	<ul style="list-style-type: none"> • We will respond within 2 working hours
<p>In Person</p> 	<ul style="list-style-type: none"> • Our office is 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 office 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
<p>Post</p> 	<ul style="list-style-type: none"> • 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
<p>Home visit</p> 	<ul style="list-style-type: none"> • We will arrange to see you within 3 working days from request • We will introduce ourselves and carry photographic identification • 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 WSHA member of staff
<p>If you make a complaint to us</p>	<ul style="list-style-type: none"> • 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 first language we can arrange for an interpreter to accompany a WSHA member of staff

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	<ul style="list-style-type: none">• If you have included all required information we will process your application within 14 working days• We will send you information about the areas you have applied for, and how many points you have
Processing a rent payment	<ul style="list-style-type: none">• We will process your rent payment within 3 working days
If you have difficulty paying your rent	<ul style="list-style-type: none">• We will ask our income max 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	<ul style="list-style-type: none">• We will arrange for a technical officer to visit within 5 working days if required• If no technical officer visit required we will process your form within 5 working days
If you have a neighbour dispute or complaint about anti-social behaviour (ASB)	<ul style="list-style-type: none">• We will respond to ASB complaints that are of a serious nature within 1 working day• For ASB complaints that are not serious we will respond within 3 working days
If you wish to make a change to your tenancy	<ul style="list-style-type: none">• We will process all tenancy changes where the correct information has been provided within 5 working days
Estate Management	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• We will cut your grass 12 times a year• We will cut back hedges and shrubs 2 times a year• We will turn over any bedding areas once a year

Repairs and Maintenance

Contact Reason	You can expect
Planned Maintenance	<ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • 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 West of Scotland 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	<ul style="list-style-type: none"> • Repairs should be reported to us over the phone, via email or through the app to allow us to respond effectively
	<ul style="list-style-type: none"> • Emergency repairs – we will attend and make safe within 4 hours
	<ul style="list-style-type: none"> • Non-emergency – we will attend and complete within 6 working days
Development of new homes	<ul style="list-style-type: none"> • 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 payments	<ul style="list-style-type: none"> • We will process your factoring payment within 3 working days
Tenant Consultation Responding to consultation activity	<ul style="list-style-type: none"> • If you respond to a tenant consultation activity we will provide a written report in Westworld 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 views on how well we are meeting these standards.

We will report the results of these surveys to customers and our Board 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.



For more information please contact:

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