



Customer Charter & Service Standards

May 2021

Customer Charter & Service Standards

Partick Housing Association aims to provide customers with a quality service at all times. We set ourselves high standards and welcome feedback. Our Charter & Service Standards outline what customers can expect when they receive a service from Partick Housing Association.

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Our aims are that:

- the service we offer is simple, user-friendly and available to everyone;
 - customer care is important to everyone working in the organisation; and
 - our standards are evident and consistent throughout the organisation by every means of contact, phone, writing, email and in person.
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We continually ask for feedback from our customers about all aspects of their dealings with our contractors and us. This feedback is used to improve our service continually.

In order to assess our customer care performance and identify areas where we can improve, we have to be able to measure what is being achieved. We will do this through satisfaction surveys, complaints monitoring and mystery shopping.

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There are two main reasons for measuring standards of customer care:

- to identify areas where we may be falling short and take action to remedy these; and
 - to let all customers know how we are performing.
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The Association gives all of our customers an undertaking that we will accurately assess all of the information gathered and include true details on performance in our newsletters, annual performance reports and on our website. We will advise where we have made changes or improvements in response to customer views.

Customer Charter

If you phone our office we will:

- always answer your call promptly, politely and efficiently;
- tell you who you are speaking to;
- provide the opportunity for you to speak to someone or leave a voice mail message;
- get back to you by the next working day if you leave a message;
- respect and treat your personal details confidentially; and
- provide an answerphone service when the office is closed.

If you write or email us we will:

- acknowledge your letter/email within a working day;
- reply to your letter within the targets set out in our service standards; and
- answer your letter in an open, friendly style, using easily understood language.

If you visit our office we will:

- ensure a member of staff is available to see you on arrival;
- provide private interview rooms, if required;
- provide a clean, tidy, seated reception area with relevant and up-to-date information;
- not keep you waiting longer than 10 minutes if you have an appointment;
- if the person you wish to see is not available, we will schedule an appointment for you, or arrange for another member of staff to meet with you; and
- wear our identification badges.

If we visit your home we will:

- show you our identification immediately;
- respect your home and your privacy; and
- contact you if we have to reschedule your appointment.

If we get it wrong we will:

- apologise;
- aim to put it right as soon as possible;
- keep you informed; and
- learn from our mistakes so they don't happen again.

Overall we will:

- deliver our services in a friendly, welcoming manner, using professional staff;
- treat you with courtesy and respect;
- treat all customers fairly, equally and without discrimination;
- aim to resolve your enquiry at first point of contact;
- learn from you and your feedback;
- provide you with an efficient Complaints, Comments & Compliments service;
- develop and continually review our Service Standards outlining our timescales and commitment to you; and
- monitor this Charter and our Service Standards through regular customer feedback surveys.

From our customers we need:

- to be treated with courtesy and respect; and
- feedback, both constructive and positive.

Our Unacceptable Actions Policy explains how we deal with unacceptable actions against our staff and our process for managing such cases.

Our Equalities

Service Standards

We operate within a diverse community and are committed to promoting an environment of respect and understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all.

We aim to ensure that our policies, procedures and practices do not result in any individual or group receiving less favourable treatment.

We have an Equality Policy and put our commitment to equality and diversity into practice in a number of ways, whether you:

- are one of our residents or service users;
- have applied to live in one of our properties; or
- are one of our partners, contractors or consultants.

Our Complaints

Service Standards

We are committed to providing quality customer services, so we value compliments, comments and complaints and use feedback to help us improve our services. This is set out within our **Compliments, Comments & Complaints Policy**.

<https://www.partickha.org.uk/about-us/service-policies/>

We follow the Scottish Public Services Ombudsman's, Model Complaint Handling Procedures when dealing with your complaint

A complaint can be about something that we have done or not done, or about the standard of service that we have provided.

Stage 1 complaints are about 'frontline resolution' where something has gone wrong and we try to take immediate action to resolve the problem. We will seek to acknowledge such complaints within one working day and notify you of our decision within five working days.

Stage 2 complaints require 'investigation'. They might follow on from a Stage 1 complaint or involve complex matters that require detailed consideration. We will seek to acknowledge such complaints within three working days and notify you of our decision within twenty working days.

In some cases we may need to extend these timescale where more detail is required, but we will keep you fully informed.

If you remain dissatisfied, you may be able to contact the Scottish Public Services Ombudsman (SPSO).

www.spsso.org.uk

Our Repairs

Service Standards

We prioritise repairs requests based upon their urgency and have set standards for the maximum time you should have to wait for a repair that is the landlord's responsibility.

This is set out within our **Repairs & Maintenance Policy**, which includes our **Guide To Repairs**.

<https://www.partickha.org.uk/about-us/service-policies/>

Emergency repairs

Emergency repairs are those needed to make safe or repair any defect that may deteriorate quickly into a health and safety issue or cause significant damage to the property if not attended to.

Target response time: attendance within 4 hours and make safe

Non-emergency repairs

These are repairs which are not an emergency but cannot be delayed until we carry out cyclical or planned works.

Target response time: attendance within 7 working days

Cyclical & planned works

We operate a programme of cyclical and planned works so that our properties are safe and meet modern standards. For example, each year we will carry out a gas safety inspection to your property.

Our Housing Allocation

Service Standards

Processing and amending housing applications efficiently

We will:

- acknowledge receipt of at least 95% of **new applications** within 1 working day and the remaining 5% within 2 working days;
- notify in writing at least 95% of **new applicants** accepted on to the housing list within 10 working days of receipt of the completed application; and
- process at least 95% of **application amendments** within 5 working days of receipt of the amendment.

Making effective use of the housing stock

We will:

- carry out a **rolling review** of 100% of applicants on the list, at least every 12 months;
- carry out **pre-termination visits** on all tenancies where appropriate notice is given; and
- monitor monthly **allocation quotas** achieved.

Ensuring that allocations are made fairly and promote equality, as well as create stable and sustainable communities

We will:

- monitor as required all allocations made in terms of Partick Housing Association's Entitlements, Payments, Expenses & Benefits Policy.
- monitor monthly the number of void houses, turnover, number of refusals, reasons for refusals and reasons for terminating tenancies, household types being housed and void spend;
- monitor annually all allocations made and terminated within a 12-month period; and
- monitor all allocations made against our agreed letting quota within a 12-month period.

Our Lettable Service Standards

At Partick Housing Association, we aim to make moving into your new home as straightforward as possible. When you move into your home it will meet the Scottish Housing Quality Standard (SHQS) and will be clean, tidy and in a good state of repair.

We have a **Lettable Standard** checklist within our **Void Management Policy** and it includes areas such as:

- cleanliness;
- decoration and plasterwork;
- safe and secure – electrical, gas, carbon monoxide, asbestos, footpaths and steps, and energy performance;
- kitchens;
- joinery – doors, facings, skirting boards, handrails, etc;
- windows;
- plumbing;
- sanitary ware and bathing facilities;
- rainwater goods;
- rot, dampness and condensation, etc;
- locks and keys; and
- gardens, drying areas, etc.

<https://www.partickha.org.uk/about-us/service-policies/>

Our Estate & Tenancy Management Service Standards

Local environment

We will:

- manage our estates to a high standard;
- carry out regular estate management visits;
- work closely with all agencies that contribute towards a pleasant and comfortable environment, such as the local authority and Police; and
- take firm action against those who damage the physical environment of our homes and the immediate surroundings.

Anti-social behaviour and harassment

Tenants are entitled to live in their home free from fear and disruption from others. We will:

- prioritise and respond to all complaints about breaches of tenancy conditions involving disruptive behaviour and harassment; and
- take a firm approach as required.

New tenants

We will:

- work closely with new tenants so that they are fully aware of their responsibilities under their tenancy agreement and how they should comply with them; and
- provide new tenants with advice and assistance when they sign up for their new home to help them sustain their tenancy.

Our Contractors

Service Standards

We aim to provide our customers with an efficient and quality service, which includes us working in partnership with our contractors.

You can expect all people working for or on behalf of Partick Housing Association to:

- treat you courteously;
- keep appointments – if they are unable to keep an appointment, they will contact you to arrange a new appointment;
- wear identification badges;
- carry out all work in a safe manner – we will adhere to Health & Safety regulations and ensure that Personal Protective Equipment (PPE) is used where necessary;
- clear away debris, dust and rubbish from works carried out;
- treat your possessions with respect – they will use suitable protection, such as dustsheets, where appropriate to protect items vulnerable to dirt, dust or other damage; and
- ensure that your home is secure.

Individuals working for or on behalf of Partick Housing Association will not:

- smoke inside your home;
- drink alcohol during working hours;
- use foul language, lewd behaviour, racist or sexist remarks;
- use your telephone without permission;
- enter a home where only a child is present – if no other adult is present, they will not enter the premises, but seek a further appointment; and
- use, move or remove any of your possessions, without permission.