



Customer Care Policy

Policy Valid From	November 2010
Last Review date	13 January 2020
Next Review Date	13 January 2023



Creating thriving rural communities
www.berwickshirehousing.org.uk

Berwickshire Housing Association is a Registered Society. Registration No.: SP2482RS
Scottish Charity No.: SC042342 Registered Office: 55 Newtown Street, Duns, TD11 3AU

Our Aim:

We are committed to great customer service and exceeding your expectations in everything we do. Our commitments tell you how we will do this and what you can expect from us.

All employees, key partners and contractors should subscribe to the values of the organisation and strive to exceed the commitments and standards this policy expects of them.

All staff will:

- Be honest, helpful, polite and respectful
- Provide their name and status and if visiting a customer in their home have their identification card on their person at all times
- Be attentive to customers' needs, listening to their problems and communicating outcomes effectively
- Act sensitively, sympathetically and appropriately at all times
- Treat information in confidence and in accordance with the Data Protection compliance
- Be proactive with information and advice, providing information that is clear, concise and relevant to the enquiry
- Be prompt for meetings, assessments or interviews.

All Our Offices will:

- Be clean and tidy at all times
- Be free from health and safety risks
- Provide privacy for personal and private discussions
- Have clear and legible signs with opening hours on display
- Display relevant information on the Repairs Line and out of hours services
- Have up to date and relevant information readily available for customers
- Provide adequate information and advice to signpost customers to other relevant services
- Be accessible to persons with disabilities as far as reasonably attainable
- Provide induction loops and language line translation services

Telephone Calls:

- We will answer the phone promptly, politely and efficiently
 - Standard greeting will be given to all callers, and staff will identify themselves
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- Answer machine will be in service after office hours stating office opening hours and providing emergency call out numbers where appropriate
- Voice mail will be activated for internal calls when staff are not at their desk; however this should only be used when appropriate.
- Always take ownership of a call from a customer. If the person cannot answer the query then they must ensure it is passed to relevant person and details must be logged on the CRM system and that the customer is called back.
- Calls will be returned within same working day whenever possible, at latest next working day. Customers leaving a request should be advised of this.

Letters /E-Mails / Social Media Communications will be:

- Letters will be logged/date stamped and entered into received correspondence log sheet on day of receipt
- All communications will be replied to within five working days or, if delayed, informed why and updated on progress.
- Replied to in as 'Plain English' as possible
- When required, information should be made available in large print, alternative language or in audio tape. Notes of such requests should be entered into the tenancy details to ensure any future correspondence is provided in the required manner.

Emergencies

- Dedicated 24 hour telephone line and support service provided by Hanover Housing Association.
- Housing & Technical Officers contactable if necessary with section Managers and Management Team being contactable in extreme circumstances or for authorisation

During home visits staff will:

- Be as prompt as possible contacting customer if they are running late
 - Respect customers dwellings
 - Take accurate records of meeting for the file and get signed agreement from tenants when required ensuring details of the visit are logged on CRM on return to the office
 - Leave a calling card should customer not be home at time of visit with clear contact details
 - Ensure there are no interruptions as far as possible
 - Present identification on every visit.
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Our Contractors will:

- Be honest, helpful, polite and respectful
- Provide their BHA ID Card if attending a repair in a customer's home. They should have their identification card on their person at all times.
- Be attentive to customers' needs, listening to their problems and communicating any information to the Repairs Team.
- Act sensitively, sympathetically and appropriately at all times.
- Treat information in confidence and in accordance with the Data Protection compliance.
- Ensure when any work is undertaken that all areas are left clean and tidy.

Complaints will be welcomed and:

- Recorded on our systems, with full explanatory notes of the nature of the complaint.
- Will be dealt with immediately, we will endeavour to rectify complaint there and then.
- We will inform you of full procedure should a solution not be achieved and assist you in this process.
- We will formally acknowledge the complaint.
- We will carry out a full investigation.
- We will inform you of the outcome and decision granting compensation if necessary together with details of avenues of appeal.

Expectations of Customers:

- BHA will expect all customers to show respect and consideration to our staff and will not tolerate consistent rudeness, abusive remarks or violence of any manner.
- Persons showing such behaviour will be contacted in line with the associations 'unacceptable behaviour policy' and could face restrictions on access to our services.

It is BHAs mission to ensure that all customers feel delighted with services provided and that we as an organisation provide an excellent service that promotes best value for money and investment in the community. We will continue to review this policy on an annual basis making amendments whenever necessary.

Customer Service Commitments:

We are committed to great customer service and exceeding your expectations in everything we do. Our commitments tell you how we will do this and what you can expect from us.

Customer Commitments, we will:	When
Process your housing application	Within 5 working days
Attend Emergency Repairs	Within 6 hours
Attend Non Emergency Repairs	Within 10 days
Safety check all gas appliances within your home	Once a year
Customer reception points in our offices will always be staffed	During opening hours
All our staff and contractors visiting your home will present identification	Upon every visit
Our staff will be polite, courteous, respectful and approachable	Upon every visit
Respond in full to your telephone enquiry	Within 2 working days
Respond to or acknowledge any letters, emails, texts from you	Within 2 working days
Respond to or acknowledge any social media posts from you	Within 1 working day
If unable to respond in full within this time, we will keep you advised of progress	Every five working days
If you visit one of our offices, we will ensure you meet a member of staff who can assist you	Within 15 minutes
We are very happy to visit you at home	On request, within five working days
If you make a complaint, we will acknowledge the complaint...	Within 2 working days
...and give our decision (or advise you if further investigation is needed)	Within 5 working days
If further investigation is needed to resolve your complaint, we will provide you with a full response	Within 20 working days
We will provide publications and other information in different formats or languages	Upon request within 5 working days
We will acknowledge Subject Access Requests and respond in full to requests made under Section 7 of the Data Protection Act 1998	Within 40 days
We acknowledge Freedom of Information Requests and respond in full to requests.	Within 20 working days
Our dedicated 0800 6528 104 telephone line and support service provided by Hanover is available	Out of hours (17:00 – 9:00)