



Customer Care Policy

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| Policy Valid From | November 2010 |
| Last Review date | 24 January 2017 |
| Next Review Date | 24 January 2020 |



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:

Berwickshire Housing Association is committed to providing a professional and quality service to all customers, internal and external, striving to ensure complete satisfaction and consistently raising standards.

All employees should implement this policy and will be aware of the standards expected 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 Act
- Be forthcoming 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
 - Answer machine will be in service after office hours stating office opening hours and providing emergency call out numbers where appropriate
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- 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 ten working days or, if delayed, informed why and updated on progress.
- Replied to in as 'Plain English' as possible
- When required made available in large print, alternative language etc. or in audio tape and 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 & 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 Act
- Ensure when any work is undertaken that all areas are left clean and tidy

Complaints will be welcomed and:

- 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 forthcoming and assist you in this process
- We will formally acknowledge the complaint in writing enclosing a Complaints Leaflet advising of the timescale in which we expect to respond and gives details of our Complaints Procedure.
- 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 reported to the Police and legal action taken if appropriate. It is highly likely that behaviour of this nature will also carry a ban on entering any of our offices and restrict services available to such persons in the future.

It is BHAs mission to ensure that all customers feel satisfied with services provided and that we as an organisation provide a worthwhile 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.
