



Customer Service Standards



Where communities thrive



Customer Service Promise...

Our customers include all potential and actual tenants, sharing owners and owner occupiers, plus any individual, agency, partner or organisation seeking information or a service from us.

We are committed to providing the highest standard of customer care for all our customers and understand the importance of delivering a first class service to you. We aim to ensure that our services are available to all – regardless of race, religion, colour, sexual orientation, gender, age or background. As such, all customers will be treated with respect, dignity and patience, and at all times experience a consistent service that is friendly and courteous.

The purpose of these standards is to highlight the minimum standards of customer care you (our customer) can expect from us. If you feel we have fallen short of these standards please

let us know. You can do this by contacting your local office and speaking to a staff member or by requesting a copy of our complaints leaflet and policy. This information is available at all our offices and can be downloaded from the “Complaints” section on our website at www.glenoaks.org.uk

We will review these standards on a regular basis with our customers and report any changes in our newsletters. We will also monitor our customer service through regular surveys and you will receive feedback on any improvements we intend to make.

This booklet contains the following information:

- Customer service - our key commitments
- Service standards for housing management
- Service standards for repairs & maintenance

Customer Service — key commitments

Our staff will:

- Be polite, friendly, courteous and helpful
- Treat all customers fairly with respect and dignity
- Wear identification badges in the office and when working outside the office

Our offices will:

- Be clean, tidy and welcoming with comfortable seating
- Have disabled access to services where possible – for customers who are unable to access our offices we will make suitable alternative arrangements
- Have an induction loop system in each office to help those with a hearing impairment
- Have rooms available to discuss issues in private
- Have up-to-date information displayed on noticeboards and available for customers to take away

When you visit one of our offices:

- A member of staff wearing a name badge will greet you promptly with a smile
- If you have an appointment you will be seen on time and if your appointment is delayed we will keep you informed of the reasons
- If you have not made an appointment, and the member of staff you want to speak to is available, you will not be kept waiting for more than 10 minutes. Alternatively we will arrange a mutually convenient appointment with the member of staff you wish to speak to.

Customer Service — key commitments

When we receive a telephone call we will:

- Greet callers in a polite and courteous manner with the name of the person answering
- Answer promptly and apologise if there has been any delay
- Wherever possible, ensure the caller gets through to someone who can deal with the query.
- When transferring calls we will give you the name of the person or department that you are being transferred to. Alternatively you will have the option of leaving a message.
- Respond to phone messages within one working day
- Provide an answering machine service when the office is closed and during staff training

When we receive letters or emails we will:

- Acknowledge them within 3 working days and provide a full reply within 10 working days. Where there is a requirement to respond within a 28 day statutory timescale (e.g. assignments, alterations, etc), we still aim to respond within 10 working days. If this timescale cannot be met, a letter will be sent explaining the reason for the delay and indicating when a response can be expected.
- Ensure all our correspondence is clear, easy to understand, free of jargon and provides a contact name and telephone number
- When required, make arrangements for correspondence to be sent in relevant community languages, large print, Braille or audiotape.
- If we cannot respond to your email we will give you an alternative name and details of whom you can contact

Customer Service — key commitments

When we visit you at home we will:

- Arrange the appointment in advance and at a date and time that is convenient for you *
- Ensure all staff have identification cards. We will encourage our customers to check the identification of all visitors (including Glen Oaks staff) before allowing them into their homes
- Leave a calling card when a home visit is made and you are not at home. This will provide details of the staff member's name, telephone number and reason for visit to allow you to make an alternative arrangement.

** It should be noted that whilst appointments will be made for most home visits, there may also be occasions when staff will visit you at home unannounced.*

We are committed to communicating and involving our customers in the work we do and will:

- Promote our service standards in leaflets, posters, at tenancy sign-ups and on our website
- Provide tenants with a handbook that is updated regularly
- Encourage customer feedback on our services in a variety of ways and use this information to continuously improve and develop our services
- Regularly update our website
- Provide our customers with four newsletters and an annual report each year
- Create opportunities for residents to get involved at a level and in ways that meet their needs
- Provide staff, facilities and resources to support and develop resident involvement

Service standards – housing management

Housing applications – we will:

- Provide an information booklet with application forms which explains how the waiting list operates
- Assist with completion of forms if required
- Log application information on our system and give points within 8 working days
- Notify applicants of their points information within 10 working days, providing all necessary information has been received
- Review our waiting list annually and ask applicants to confirm if they wish to remain on the list. If no reply is received after 2 reminders, the application will be cancelled.

Rent – we will

- Offer a variety of easy ways to pay rent including: direct debit, standing order, cheque, Allpay card, 24-hour phone payments, card machine in offices. You can also phone our Housing Services staff who can take a credit or debit card payment. Payments can also be made via our website.
- Send you an annual statement of your rent account
- Advise you of assistance available if financial difficulties arise
- Make sensible and realistic arrangements for repayment of arrears

Neighbour complaints – we will

- Investigate all complaints fully, monitor and respond within the relevant timescales

Service standards – housing management

- Category A – 24 hours
 - Category B – 3 working days
 - Category C – 10 working days
- Make clear to all tenants that any form of harassment of a neighbour will be viewed as a serious breach of the Tenancy Agreement
 - Keep you informed of the progress of your complaint
- Right to buy – if you want to buy your house we will:**
- Send out an application / information pack when requested
 - Acknowledge completed applications within 3 days, providing all necessary information has been received

Service standards – repairs & maintenance

Repairs – we will

- Respond to repairs within the relevant timescale:
 - Emergency – 4 hours
 - Urgent – 3 working days
 - Routine – 10 working days
- Ask you to fill out a satisfaction survey once your repair is complete
- Inspect 1 in 10 jobs to ensure the quality of workmanship is of a high standard
- Provide a 24-hour repair reporting service with an on-call service to deal with emergencies outwith office hours

Gas safety – we will:

- Carry out an annual gas safety check in every property with a gas supply
- Give you notice in advance of the annual safety check being carried out

Planned maintenance – we will:

- Consult with tenants on major work and planned maintenance contracts, offering tenant choice on items where appropriate

Alterations and improvements – we will:

- Respond to all requests for alterations and improvements within 5 working days
- Compensate you for certain improvements at the end of your tenancy (if we agreed to them being carried out)

Factoring – we will:

- Issue you with an account detailing all charges twice a year
- Offer a number of easy methods of payment including: direct debit, standing order, cheque, Allpay card, 24-hour phone payments, card machine in offices

Notes

Contact Information

Arden Main Office

3 Kilmuir Drive, Arden, Glasgow G46 8BW
Tel: 0141 638 0999 Fax: 0141 638 5999

Darnley Area Office

120 Glen Moriston Road, Darnley, Glasgow G53 7HT
Tel: 0141 638 2990 Fax: 0141 638 4678

Pollok Area Office

31 Ladymuir Crescent, Pollok, Glasgow G53 5UE
Tel: 0141 883 6303 Fax: 0141 891 8574

E-mail: go@glenoaks.org.uk

Website: www.glenoaks.org.uk



Glen Oaks Housing Association Limited is a non-profit Housing Association and a recognised Scottish Charity (No. SC034301)
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This document can be produced in a variety of community languages, large print or braille if requested.