

CUSTOMER SERVICE CHARTER

FEBRUARY 2021



LANARKSHIRE
HOUSING ASSOCIATION LTD



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CUSTOMER SERVICE CHARTER

Lanarkshire Housing Association hereinafter referred to as LHA.

1.0 INTRODUCTION

- 1.1 LHA's Customer Service Charter sets out the excellent standards of service that we are committed to delivering.
- 1.2 Our customer care standards, including performance targets and response times, are published in LHA's Customer Service Charter leaflet and this is issued to customers.

2.0 CUSTOMER SERVICE COMMITMENTS

- 2.1 We will deliver a range of professional services on a confidential basis and in a courteous manner.
- 2.2 This policy adopts the principles of the Scottish Social Housing Charter (the Charter) to ensure Charter standards and outcomes are achieved through efficient management of services.

In particular we will address the following aspects of the Charter:

Charter Outcome 1 - Equalities:

'every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services'.

Charter Outcome 2 – Communication

'tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides'.

- 2.3 We make a range of communication options available to our customers in order to ensure easy access to our services.
- 2.4 If we are unable to meet a customer's service request, we will explain why and endeavour to put them in touch with someone who can.
- 2.5 If the services provided by us, or our contractors, are found to fall short of our targets; then we will take early corrective action to address any failure.
- 2.6 We strive for openness and accountability and will make copies of our published performance information, strategic plans, policies and minutes of meetings available through our website or copies can be made available at our office.

3.0 SETTING PERFORMANCE TARGETS AND MONITORING THE QUALITY OF OUR SERVICE AGAINST THESE

- 3.1 We consult with our customers on service expectations and channel this input into the setting of our performance targets.
- 3.2 We will monitor the quality of services provided against our set performance targets by actively encouraging feedback from customer satisfaction surveys, freepost postcards and our suggestion box located in our office reception. As well as liaising with tenants, we also consult with Registered Tenant Organisations and focus groups.
- 3.3 We also welcome and record compliments, where tenants consider our processes to be particularly good and this is used for future policy and procedural reviews.

4.0 LHA's CUSTOMER SERVICE STANDARDS

4.1 When visiting our office, customers can expect the following:

- Easy access and responsiveness to particular needs
- Clearly displayed opening times
- Private interview facilities
- Prompt appointments (please note, however, that some of our staff work in the community and if customers wish to speak to a particular person, they are advised to telephone first)

4.2 When contacting us by telephone, customers can expect:

- A direct link to the appropriate department
- An answer between 9am and 5pm during Monday to Friday
- Our staff to give their name on answering
- An emergency out of hours repair service after 5pm, during weekends & holidays
- Us to respond to enquiries by the end of the next working day, unless we have told customers otherwise

4.3 If customers write to us we will:

- Respond within 10 working days
- Reply in a way that is easy to understand
- Provide contact details on all correspondence

4.4 When visiting customers at home we will:

- Visit at a suitable time
- Present our identification

5.0 TARGET TIMESCALES

5.1 We aim to carry out the following housing services within the stated target timescales:

- Housing application acknowledgement – **2 working days**
- Reply to housing allocation telephone enquiries – **2 working days**
- Interview person making a complaint of anti-social behaviour – **3 working days**
- Process a change of tenancy request – **28 working days**
- Issue our newsletter – **quarterly**

5.2 We aim to carry out the following property maintenance services within the stated target timescales:

- Emergency repair – **2 hours**
- Urgent repair – **5 working days**
- Routine repair – **8 working days**
- Inspect and complete repairs to a standard void property – **10 working days**
- Decision on alteration request - **28 days**
- Inspection appointment - **to meet tenants needs**
- Gas Servicing – **10 monthly cycle**

6.0 COMPLAINTS HANDLING PROCEDURE

Customers are encouraged to use our Complaints Process if they are unhappy with our services as we view complaints as an opportunity to learn from any mistakes and improve our service. A separate information leaflet outlining the timescales and a complaint form is available online at our website or it can be requested by telephone or in person at our office.

7.0 EQUAL OPPORTUNITES

As part of our commitment to provide excellent customer care, we actively promote equal opportunities and will ensure that all our customers are treated fairly and equally in every aspect of our service provision.