



## Our Customer Care Standards

At Easthall Park we want to provide a high quality of service at all times. We have drawn up our Customer Care Standards to set out for you, **the customers**, exactly how we will deliver our services so that you will know what to expect from us. Our staff are well trained in Customer Care and are expected to treat everyone who uses our services well. In return we ask our customers to treat staff with the same respect and courtesy.

You can help us maintain these standards by letting us know when our service is not as good as you would expect so that we can put things right and take steps to improve. We would also appreciate if you tell us when you are happy with the service you receive

## Our contact with you:

### At all times we will

- Be polite, helpful and professional
- Treat you fairly and with respect
- Respect your right to confidentiality
- Listen carefully to what you say and to your concerns
- Give information in ways you find easy to understand
- Respond to your needs as quickly and effectively as possible
- Keep you informed of any delays in delivering a service or responding to you
- Let you know when Easthall Park cannot help and where possible signpost you to the appropriate agency

### When you telephone us we will

- answer the telephone promptly
- let you know who you are speaking to
- ask you what we can do to help and what the issue is
- pass you on to the appropriate person if we cannot help you ourselves

- when transferring a call, pass on your name and details of your enquiry so that you do not have to repeat yourself
- if you leave a message, return all calls by the end of the day (unless alternative arrangements have been made with you)
- make an answering machine available for the times when the office is closed

#### **When you write or email us we will**

- provide information which is written in plain English and is jargon free
- respond within our target timescales of five working days (and if we cannot reply fully in this timescale then we will explain why and agree revised timescales)
- provide clear and accurate explanations about decisions which have been made
- provide a translation or interpretation service if this is necessary

#### **When you visit our office we will**

- greet you politely
- ask you your name and the reason for your visit
- not take phone calls when we are dealing with you at our reception
- aim to see you within 5 minutes if you have made an appointment
- aim to see you within 15 minutes if you do not have an appointment
- make an appointment if the person you want to speak to is not available
- make sure that our reception area is comfortable and welcoming and that a range of up to date information on our services is available
- ensure that there is a private interview room available – we will not discuss sensitive information at reception
- provide suitable facilities for customers with disabilities or other special requirements

#### **When we visit your home we will**

- we will show our Identification and explain the purpose of our visit
- always behave in a polite and courteous way
- respect your home and reasonable customs
- if we have made an appointment, contact you if we are delayed
- only discuss tenancy matters with you, the tenant, (unless you have approved someone else to act on your behalf) and be sensitive if others are present
- let you know what will happen following on from our visit
- leave a card if you are out, asking you to contact us

## **We expect you to**

- be polite, courteous, non-threatening and non-abusive to our staff
- understand that sometimes our staff cannot help you
- keep appointments with us or tell us in good time if you are unable to do so
- avoid smoking when we visit you
- put any dogs or cats in another room
- respond to us when we try to get in touch
- tell us if you change your mobile phone number

## **Delivering our services:**

### **Day to Day repairs**

#### **We will:**

- provide an efficient repairs service for those repairs that the Association is responsible for
- provide clear up to date information on the service we provide and details about the type of repairs that tenants are responsible for
- provide an out of hours emergency service when the office is closed
- when you report a repair we will
  - let you know when the job will be done and which of our contractors will carry this work out
  - offer you a morning or afternoon appointment if the contractor needs access to your home
  - Complete jobs within our target times and keep you informed if there are any delays. Our targets are:
    - 4 hours for emergency
    - 4 days for non-emergency
- aim to do the job 'right first time' and let you know if we cannot
- make sure that our contractors
  - Are polite and respectful
  - Introduce themselves and show Identification
  - Wear overshoes in your home
  - Clean up after themselves
  - Ask permission to use electricity for power tools or use your toilet

## **We expect you to**

- Keep good care of your home
- Let us know when repairs are needed
- Allow us access to carry out repairs
- Keep appointments made by contractors and tell us in good time if you cannot
- Only use the out of hours services for emergencies

## **1. Planned or cyclical repairs or improvements**

### **We will**

- publish a programme of our annual programme of works
- offer you choice where possible i.e. choice of work surfaces and colours in kitchen replacement
- give you at least 10 days' notice of the work starting in your home
- ask for your views when we complete the work

### **We expect you to**

- give access for inspections and for the work to be carried out
- prepare for the work to be carried out in the way we request

## **2. Gas**

### **We will**

- inspect all gas heating systems once a year to make sure they are safe to use ( this is a legal requirement)

### **We expect you to**

- allow access for annual gas safety checks

## **3. Your rent**

### **We will**

- Give you clear information on the rent you must pay and discuss with you if you can afford to pay it before you start the tenancy
- Provide you with a number of ways to pay your rent
- Help you make any benefit claims to help you pay your rent
- Provide you with a rent statement up to four times a year
- Give you additional rent statement(s) any time you ask
- Consult with you about annual rent increases and give you at least 4 weeks' notice of the new rent
- Provide you with access to advice on Welfare Benefits and other money matters

### **When you fall behind in your rent, we will**

- Contact you quickly when you miss a payment
- Provide you with the opportunity to clear arrears in affordable instalments

- Offer you advice on welfare benefits and tax credits and signpost you, where necessary, to sources of advice on debt management
- Only take legal action as a last resort and explain fully what this means

#### **We expect you to**

- Pay your rent in full and in advance by the 28<sup>th</sup> of each month (i.e. your rent for February is due on 28<sup>th</sup> January)
- Take responsibility for making sure that any housing benefit claim is processed and your rent is paid
- Contact us immediately if you are having difficulties paying your rent
- Respond to us when we try to contact you to discuss your rent

### **4. Your Neighbourhood**

#### **We will**

- Provide a service to enhance and compliment the services proved by Glasgow City Council
- employ a team of estate caretakers who will maintain the areas of common ground we own and clean our closes
- carry out regular estate inspections to make sure the neighbourhood is kept in good condition

#### **We expect you to**

- keep your own garden tidy, well maintained and free from rubbish
- keep the close clean in between the estate caretakers visits
- not obstruct corridors, staircases or communal areas
- put your household rubbish in the bins provided
- arrange for the removal of bulk waste by Glasgow City Council - don't dump your rubbish!
- clear up after your dog
- report fly-tipping as well as defects to lighting, roads and pavements to the City Council

### **5. Neighbour nuisance and anti-social behaviour**

#### **We will**

- Respond to any issues you report within 5 days (or less for the most serious issues)
- Deal with any issues sensitively and in confidence
- Keep you informed of progress and the outcome of our investigations

### **We expect you to**

- behave considerately to your neighbours
- report serious issues to Police Scotland (on 101, using 999 for *emergencies only*) or the City Council's Noise Team (0141 287 6688) when the office is closed

## **6. Getting involved**

### **We will**

- provide a range of ways that you can get involved, at a level that suits you, so you can make your views known
- keep you informed of our activities, our performance and the decisions we make through
  - Issuing our Newsletter "Glenburn News" up to four times a year
  - Keeping our website up to date [www.easthallpark.org.uk](http://www.easthallpark.org.uk)
  - Using social media – Facebook and Twitter
  - Providing a range of information leaflets
  - Our Annual Charter Report to Tenants
- Consult you before making changes to the policies that affect you
- Seek ways of getting your views on our services and on our strategies

### **Complaints about our services**

We aim to provide a high quality service which meets our customer care standards but we know that we will not always get things right and you may be unhappy about the service you have received. Please let us know – it is only by getting feedback from you that we can put things right and try to make sure it doesn't happen again to you or anyone else

### **We will**

- Provide a straightforward two stage framework to make it easy for you to make a complaint
- Respond and aim to resolve your complaint within 5 days and if you remain unhappy and want the complaint investigated further we will respond within 20 days
- Give you information on how to take any complaint to the Scottish Public Service Ombudsman (SPSO)
- Use the 'lessons learned' from complaints to improve our service
- Publish regular performance information on how well we handle complaints and what we are doing to improve our services.

### **We expect you to**

- Tell us when we get things wrong or our service does not meet your expectations

