

Milnbank
HOUSING ASSOCIATION



CUSTOMER CARE POLICY

1. PROPOSED CUSTOMER CARE STANDARDS

It is the aim of Milnbank Housing Association to provide customers with a high a quality service at all times. To help achieve this we set standards, using relevant Good Practice Guidance, for each service customers can expect to receive from the Association.

2. CUSTOMER CARE CODE OF SERVICE

As a customer visiting Milnbank Housing Association offices, you should expect the following:

1. A tidy, comfortable & accessible reception office.
2. Be welcomed by friendly & helpful reception staff.
3. Your enquiry should be dealt with in a courteous & professional manner.
4. We will deal with your enquiry, or arrange an appointment, as quickly as possible to minimise your waiting time.
5. You are directed to the appropriate member of staff as quickly as possible.
6. All customers will be treated in a fair & respectful manner.
7. You will be treated with discretion and confidentiality will be maintained throughout your visit.
8. Your interview will be conducted in private.
9. You will be sign posted to an appropriate agency if we cannot assist.
10. Information is available for you to take away from the office.

3. CONTACTING THE ASSOCIATION

Our aim is to assist customers at the first point of contact and to help achieve this Associations opening hours are from 8.30am to 5.15pm, Monday to Thursday and 5pm Friday, we do not close for lunch. An out-of-hour repair service is available 24hours. The Associations support service provides 24 hour contact, 7 days a week and an out of hour community alarm contact is available for sheltered tenants, those who receive a supporting people service and vulnerable tenants that have the provision of our dispersed alarm system.

The Association operates a Managing Attendance Policy to ensure the availability of staff, even if the requested member of staff is

unavailable, an alternative staff member will be offered. It is never acceptable to dismiss a customer without offering options.

Everyone who contacts the Association should expect to be treated in a polite, friendly and courteous manner.

(a) APPROACHING THE OFFICE

*The Association provides adequate parking facilities including a designated disabled parking bay.

*If any resident is unable to come to the office, a home visit service is available.

(b) IN PERSON

Everyone who enters into the Association's reception area should expect: -

- * To receive a warm and friendly welcome with all customers receiving the same high quality service. Staff should introduce themselves and will also wear identity badges.
- * To be allowed the opportunity to state the purpose of their visit and who they wish to see. Waiting time will be kept to a minimum.
- * The reception area is designed for customers to wait to be attended to by a member of staff. Adequate provision is available for wheelchair users.
- * Interviews to be conducted in private. The Association provides interview rooms to allow a confidential interview to be conducted. Staff are not expected to endure threatening or abusive behaviour and if they find themselves in this situation, they will have the right to remove themselves with the minimum offence or confrontation. Incidents of this nature will be logged in the Incident Register.
- * Writing materials and sweets are available for children accompanying adults at the office.
- * Association key policies, Tenancy Agreements and Tenants Handbook are available on audiotape, Braille and large print.
- * The Association can provide the services of an Interpreter if requested.

- * A member of staff is trained in sign language.
- * A miniloop system is available to assist with interviewing customers with hearing difficulties.

(c) BY TELEPHONE

Everyone who contacts the Association via the telephone should expect: -

- * Their call to be answered immediately, normally within 3 rings and no more than 6 and the member of staff identifying themselves.
- * Their waiting time to be kept to a minimum. When transferring the call they should be regularly informed of what's happening.
- * To receive a return call promptly
- * A textphone service is available for customers with hearing difficulties.

(d) BY CORRESPONDENCE

Everyone who writes to the Association should expect:

- * the contents of their letter to be dealt with according to Association's policies.
- * to receive an acknowledgement within 3 working days.
- * offered the services of the Association's FREEPOST service if a written response is required from the customer.
- * Correspondence via Braille is available to residents upon request.

4. HOUSE VISITS

The Association provides a home visiting service. Visits are normally conducted within office hours, however staff are amenable to visit outwith these times where necessary. Whenever a member of staff visits a customer they should provide official identification and explain the nature of their visit.

5. CUSTOMER FEEDBACK

The Association constantly strives to achieve the aims and objectives outlined in this policy, however in order to monitor this, we appreciate feedback from customers.

There is a Suggestion Box located in the reception area. Any suggestions residents may have, including comments, good or otherwise, would be welcomed. A suggestion slip is normally enclosed within the Association's newsletter.

In order to receive feedback on the service provision, the Association regularly conducts satisfaction surveys and, on occasion, surveys are conducted by an external independent consultant in order to receive tenants' feedback.

Alternatively if anyone wishes to raise an issue relating to the service received from the Association, a Senior Manager would be available.

6. GENERAL POINTS

- * The Association provides a wide range of Services, details of which are highlighted on the TV located in the reception area and the Website. In the event that the Association is unable to assist advice will be offered.
- * The Association is a publicly funded, community based organisation and, as such, is subject to regular communication with the Scottish Housing Regulator. All members of the community, not just Milnbank residents, are entitled to information and advice on the Association's activities, policies and procedures. The only exception being that the information would breach the requirements of the Data Protection Act.
- * The Association operates a Health and Safety Policy, which includes the Health and Safety of members of the public.
- * If a customer is unhappy about a decision or procedure they should always be given an explanation of the reasons and advised of the Complaints Policy which has a detailed appeals process.

7. MONITOR & REVIEW OF POLICY

This policy is formulated by the Management Committee and is monitored on an on-going basis. The policy is reviewed annually or as otherwise deemed necessary.