

Milnbank
HOUSING ASSOCIATION



CUSTOMER CARE POLICY

CA/MARCH 2018/REF.P13

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. COMMUNICATING WITH THE ASSOCIATION

- a) 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 5pm, Monday to Friday, we do not close for lunch. An out-of-hours repair service is available 24hours. MHA's Housing Support service provides 24 hour contact, 7 days a week and an out of hours community alarm contact is available for tenants who have a community alarm.
- b) MHA 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.

- c) MHA provides parking facilities, including a designated disabled parking bay. If any resident is unable to come to the office, a home visit service is available.
- d) 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.
- e) Key policies, Tenancy Agreements and Tenants Handbook are available on audiotape, Braille and large print upon request. Staff are trained on 'Happy to Translate' and the Association can provide the services of an Interpreter if requested. A miniloop hearing system is available to assist with interviewing customers with hearing impairments and a text phone service is also available.
- f) Telephoning the office: Everyone who contacts MHA by telephone should expect the following:-
 - * 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
- g) Correspondence: Everyone who writes to MHA 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.

4. HOUSE VISITS

The Association provides a home visiting service. Visits are normally conducted within office hours, however arrangements can be made to visit outwith these times where requested. Official identification should be provided when a member of staff visits a resident at home.

5. CUSTOMER FEEDBACK

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

There is an iPad located in the reception area which has been set up to allow customers to make a suggestion, when submitted this suggestion is sent via email to the admin email account monitored by the Customer Services Assistants. Any suggestions residents may have, including comments, good or otherwise, are welcomed.

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. The reception notice board, newsletter and annual reports provide samples of customer feedback on MHA services.

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 also on the Website. In the event that the Association is unable to assist advice will be offered.
- * The Association is a community controlled organisation and, is regulated by the Scottish Housing Regulator. All members of the community, not just MHA residents, can request information and advice on the Association's activities, policies and procedures. The exception being where the information requested would breach the requirements of the General Data Protection Regulations.
- * 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

The Customer Care 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.