



53 Ballindalloch Drive, Glasgow G31 3DQ

CUSTOMER CARE POLICY

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0141 551 8131



0141 550 2060



admin@milnbank.org.uk



www.milnbank.org.uk

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1. INTRODUCTION

It is the aim of Milnbank Housing Association (**MHA**) to provide customers with the highest quality of customer care service at all times. MHA's Mission Statement is to meet housing and related needs within our community and ***provide our tenants and other customers with an excellent service.***

2. CUSTOMER CARE CODE OF SERVICE

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

1. *Be welcomed by friendly & helpful reception staff.*
2. *Your enquiry should be dealt with in a courteous & professional manner.*
3. *A tidy, comfortable & accessible reception office.*
4. *All customers will be treated in a fair & respectful manner*
5. *We will deal with your enquiry, or arrange an appointment, as quickly as possible to minimise your waiting time.*
6. *You will be treated with discretion and confidentiality will be maintained throughout your visit.*
7. *Your interview will be conducted in private.*
8. *You are directed to the appropriate member of staff as quickly as possible.*
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. GOOD PRACTICE GUIDANCE

To help achieve this we set standards, using relevant Good Practice Guidance, for each service customers can expect to receive from the Association.

The Scottish Social Housing Charter expects that "Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised [and] is treated fairly and with respect." This Policy aims to be consistent with these principles.

The Scottish Social Housing Charter:

- **Outcome 1: Equalities**

Social landlords perform all aspects of their housing service so that: 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.

- **Outcome 2: Communication**

Social landlords manage their business so that: 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.

- **Outcome 3: Participation**

Social landlords manage their business so that: Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

This Policy should be read in conjunction with MHA's:

- Tenant Participation Policy
- Complaints Handling Policy
- Anti Social Behaviour Policy
- Data Protection
- Equality & Diversity Policy

4. COMMUNICATING WITH THE ASSOCIATION

- a) Our aim is to provide our customers with a high level of service at all times and to help achieve this MHA operate the following:

<i>MHA Office Opening Hours No Closing for Lunch</i>	<i>Monday – Friday 8.30 am – 5pm</i>
<i>Out of Hours Emergency Repair Service</i>	<i>24 hours a day/365 days a year</i>
<i>Out of Hours Community Alarm Service</i>	<i>24 hours a day/365 days a year</i>

- b) MHA operates a **Managing Attendance Policy** to ensure:

- *The availability of staff*
- *An alternative staff member will be offered if the requested member of staff is unavailable.*
- *Customer is never dismissed without offering options.*

- c) MHA provides parking facilities at the Office, including a designated disabled parking bay.

d) MHA appreciates that the relationship between our customers and ourselves is a two way process, built on mutual trust and respect. We understand that there can be times when conversations may become intense and we will always endeavour to defuse such instances. MHA staff members are:

- *Trained on how to manage difficult situations.*
- *Not expected to endure threatening or abusive behaviour and will remove themselves with the minimum offence or confrontation.*

Any Incidents of the above nature will be logged in MHA's Incident Register.

e) Key policies, Tenancy Agreements and Tenants Handbook etc., are available on request in the following format:

- *Audiotape*
- *Braille*
- *Large print*

Staff are also trained on:

- *'Happy to Translate' (HTT), for language communication assistance; MHA can provide the services of an Interpreter if requested.*
- *Mini Loop Hearing system, to assist customers with hearing impairments.*
- *Text phone service to communicate.*

f) Telephoning the office

Everyone who contacts MHA by telephone should expect the following:

Target Area	Targets
<i>Answer telephone calls with member of staff identifying themselves & MHA</i>	<i>Normally within 3 rings and no more than 6 rings.</i>
<i>Caller waiting "on hold" while transferring a call to be kept to a minimum.</i>	<i>No longer than 1 minute. Give the caller the option to continue to hold, speak to another member of staff or offer to call them back.</i>
<i>Staff returning a call</i>	<i>This should be done promptly, same day, next day or at the convenience of the caller.</i>

g) Correspondence

Everyone who writes to MHA, either through letter, email or text, should expect:

Target Area	Targets
<i>Written enquiries (letters/emails/text)</i>	<i>Acknowledgement of all enquiries will be made as soon as possible, no more than 3 working days.</i>
<i>Content of the written enquiry</i>	<i>To be dealt in accordance with MHA Policies.</i>
<i>Written response required by the customer (postal survey)</i>	<i>Use of MHA FREEPOST service offered.</i>

5. HOUSE VISITS

MHA provides a home visiting service. Visits are normally conducted the following way:

- *Within office hours from 9am – 5pm*
- *Arrangements can be made to visit out-with these times where requested.*
- *Official identification should be provided when a member of staff visits a resident at home.*

6. CUSTOMER FEEDBACK

MHA constantly strives to achieve the aims and objectives outlined in this policy, and to monitor this, we appreciate feedback from our tenants, owners and other customers. There is a range of methods we use to seek feedback, including:

- *Satisfaction surveys*
- *Consultation and scrutiny panels*
- *Focus groups and a range of meetings held throughout the year.*

Feedback that MHA receives is published in our literature:

- *MHA Newsletter*
- *Annual reports*

At MHA Ballindalloch Office Reception area we have:

- *Suggestion boxes within the Interview Rooms*
- *An I-Pad located in reception area to record your comments/compliments*

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

7. GENERAL POINTS

a) MHA provides a wide range of services, details of which are highlighted on the:

- *TV located in the reception area*
- *MHA Website.*
- *Notices & Leaflets at the reception area.*

In the event that the Association is unable to assist, signposting advice will be offered.

b) 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 MHA's:

- *Activities*
- *Policies and procedures.*

The exception being where the information requested would breach the requirements of the General Data Protection Regulations.

c) The Association operates a Health and Safety Policy, which covers the Health and Safety of members of the public.

d) 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 Handling Policy which has a detailed appeals process.

8. 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.

9. DATA PROTECTION

MHA controls the personal information that we collect, this means that we are legally responsible for how we collect, hold and use personal information. It also means that we are required to comply with the General Data Protection Regulations (GDPR) when collecting, holding and using personal information.