

Hawthorn Housing Co-operative



Customer Care Charter

This Customer Care Charter details the level of service you can expect from us and what you can do if you don't receive this standard

Whichever way you contact us, we will –

- Let you know who is dealing with you
- Be respectful, polite and friendly
- Listen carefully
- Be professional
- Treat you as an individual
- Be aware of various cultures and beliefs
- Be honest and open
- Do the right thing, even if it is not the easiest
- Try to sort out any problems
- Apologise if we make a mistake
- Help you obtain support or a service that you need but we do not provide ourselves

If you phone us, we will -

- Answer your call promptly (within 3 rings)
- Try to ensure the person who answers your call deals with it
- Tell you when we expect to get back to you if we are unable to deal with your enquiry right away. We will aim to get back to you within one working day
- If the person you wish to speak to is unavailable, take a message and arrange for them to call you back, and provide clear timescales of when this will happen
- Ensure that our voicemail messages are checked regularly, and staff advise if they are on leave

If you contact us by Social Media we will -

- Try to respond to your enquiries within 2 working hours

- Where possible, respond to anyone who contacts us via social media using the same medium
- Contact you within 2 hours on the next working day if you contact us outside of office hours

If you contact us by e-mail we will -

- Try to respond to you within one working day, and if we cannot answer your query in this timescale, we will acknowledge receipt of your email, and tell you when we will respond further
- Sign any emails to you with our name, job title and a direct dial number and email address that you can get back to us on
- If English is not your preferred language, we can respond in your preferred language using an online tool

If you visit our office, you will -

- Find that it is fully accessible to all our customers
- Be acknowledged when you arrive, and not kept waiting more than 3 minutes before an appropriate staff member deals with your enquiry
- Have your discussion in a private meeting room if you require one
- Be able to communicate directly with our staff using an online translation tool if English isn't your preferred language

If you write to us, we will -

- Answer your enquiry within five working days, and if we cannot reply in this timescale we will acknowledge receipt of your letter, and tell you when you will receive a response
- Respond using language that is clear and easy to understand
- If English is not your preferred language, respond in your preferred language, though it may take us longer to respond
- Sign any letters to you with our name, job title and appropriate contact details

When we visit your home, we will -

- Arrange to see you within 2 working days from request
- Introduce ourselves and carry photographic identification
- Where possible, let you know in advance of our intention to visit
- If English is not your first language we will communicate with an online translation tool in your preferred language

We expect to provide you with the following standards of service:

If you apply for a house, we will:

- Process your application within 7 working days of receiving all the information we need
- Send you information about the areas you have applied for, and how many points you have
- Provide you with advice on other housing providers

If you have difficulty paying your rent, we will –

- Offer an appointment with the welfare benefits service within 7 working days

If you want to make an alteration to your home -

- We will arrange for the maintenance manager to visit within 3 working days if required
- If a visit is not required we will process your form within 5 working days

If you have a neighbour dispute or complaint about anti-social behaviour, we will -

- Respond to complaints that are of a serious nature within 1 working day
- Respond to complaints that are not serious within 3 working days

If you live in a tenement flat, we will –

- Inspect all internal common areas every month
- Inspect all external common areas every month
- Cut the common backcourt 12 times a year
- Clean the close 12 times a year

If you are having major work carried out in your home, we will –

- Advise you no less than 2 weeks before we want to attend your property to undertake a survey in advance of planned work
- Ensure that you have cooking facilities within kitchens, and toilet and washing facilities within bathrooms at the end of each working day
- Provide Temporary heaters where the heating system is not operational at the end of each working day

If you report a repair, we will -

- Make safe emergencies within 4 hours
- Attend and complete urgent repairs within 3 working days
- Agree a time for us to visit if we need to check before the repair is ordered
- Text you a satisfaction slip after the work is done so you can tell us what you think of the repair

If you think we have not met these standards

If you tell us that you think we have not met any of these standards, we will -

- Record it as a complaint and respond within 5 days if it is a straight forward issue and 20 days if it needs investigated
- Let you know how you can take the complaint further if you are not satisfied with our response

We will make sure we meet these standards by -

- Issuing regular customer feedback surveys to get your views on how well we are meeting these standards
- Reporting the results of these surveys to customers and management committee
- Addressing any issues raised in your feedback and letting you know how we are going to do this

For more information please contact:

t: 0141 336 2138

w: www.hawthornhousing.org.uk

f www.facebook.com/hawthornhousing