

Customer Care Policy

G.06

Reviewed:

29 October 2019

Date next due for review:

October 2022

This policy document can be produced in various formats, for instance, in larger print or audio-format; and it can also be translated into other languages, as appropriate.

Our equality and diversity policy statement describes our key equality commitments that we use to develop all organisational services; this includes employment services and services to tenants and other customers.

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The Scottish Housing Regulator Reg. No: HAC231; Registered Scottish Charity No: SC038237; FCA Reg. No: 2375R(S); Property Factor Reg. No: PF000151

Linkage to Business Plan/Regulatory Standards Compliance

Business Plan:

Section 3 – Aims, Values and Core Objectives

Section 4 - Strengths, Weaknesses, Opportunities and Threats (SWOT) Analysis

Section 7 - Performance Monitoring (KPIs)

Regulatory Standards:

Standard 2 - The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.

Risk and Financial Implications

- Customer dissatisfaction/poor performance

Terms Of Reference

- Housing Scotland Act (2010)
- Equality Act 2010
- Scottish Social Housing Charter
- Regulatory Standards of Governance & Financial Management
- SPSO Model Complaints Handling Policy
- SFHA Model Code of Conduct

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1. Introduction

Pineview Housing Association's Customer Care Policy has been developed to ensure that we achieve high levels of customer satisfaction.

Association staff and committee are dedicated to aims of the Scottish Social Housing Charter to improve the quality and value of the services that we provide. We see the Charter principles as being essential in our relations with our customers, and being the foundation of our day to day working practice.

The Association's committee, resident forum, staff and customers have been consulted and contributed to the formation of this Policy.

2. Equality and Diversity

The Association's Equality and Diversity policy outlines our commitment to promote a zero tolerance approach to unfair treatment or discrimination to any person or group of persons, particularly on the basis of any of the protected characteristics. This includes ensuring that everyone has equal access to information and services and, to this end, the Association will make available a copy of this document in a range of alternative formats.

3. Mission, Values, Behaviours and Objectives

Mission Statement

"Pineview Housing Association aims to provide quality affordable homes, and deliver excellent service through listening and engaging with our customers"

Values

The following values and behaviours were agreed as being intrinsic to everything we do:

In everything we do, we will be;

- Honest and transparent
- Fair and adaptable
- Polite and approachable
- Positive and considerate
- Knowledgeable and listening

Objectives

1. To provide good quality affordable housing for rent and home ownership and maintain quality through appropriate long term investment.
2. To assist tenants and where appropriate owners and sharing owners to sustain their tenancies/ownership through the provision of adaptations, advice and support, housing options service and any other initiatives which the Association can reasonably enter into.

3. To provide efficient, responsive and cost effective housing services for customers.
4. To ensure that the work of the Association is supported by effective governance, financial and administration systems and that staff and Committee are accountable for the work of the Association.
5. To ensure that the Association is an employer of choice.
6. To consolidate our business within our existing neighbourhoods and take advantage of development opportunities should they be financially viable and appropriate to undertake.
7. To support wider role activities that help to support the investment and regeneration that has already taken place and which introduce measures to help sustain our business and develop our community.

4. Scottish Social Housing Charter (SSHC)

The aim of the SSHC is to improve the quality and value of the services social landlords provide by:

- Stating clearly what tenants and other customers can expect from social landlords, and helping them to hold landlords to account.
- Focussing the efforts of social landlords on achieving outcomes that matter to their customers.
- Establishing a basis for the SHR to assess and report on how well landlords are performing.

Pineview Housing Association is committed to achieving the standards and outcomes detailed in the SSHC. We are also committed to being accountable to our tenants and other customers for how well we do this:

1. The customer/landlord relationship

Equalities: 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.

Communication: 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.

Participation: tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.

2. Housing quality and maintenance

Quality of housing: tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESSH) by December 2020.

Repairs, maintenance and improvements: Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

3. Neighbourhood and community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes: Tenants and other customers live in well-maintained neighbourhoods where they feel safe.

4. Access to housing and support

Housing options: People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.

Tenants and people on housing lists can review their housing options.

People at risk of losing their homes get advice on preventing homelessness.

Access to social housing: People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

Tenancy sustainment: Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

5. Getting good value from rents and service charges

Value for money: Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Rents and service charges: A balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and other customers can afford them.

Tenants get clear information on how rent and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

5. Customer Complaints

We recognise that service complaints represent an important source of customer feedback that we will use to improve levels of customer service.

Anyone who is not happy or satisfied with the service they have received as a result of this policy has a right to complain.

If something goes wrong or you are dissatisfied with our services, please tell us so we can learn from it. You can submit your complaint online at www.pineview.org.uk/compliments-complaints. Alternatively, please contact the office on 0141 944 3891 or mail@pineview.org.uk.

6. Customer Care Charter

Our Customer Care Charter (Appendix 1) details the level of service that customers can expect from Pineview. Our aim is to achieve high levels of customer care on a consistent basis.

The Customer Care Charter will do so by:

- Stating clearly what tenants and other customers can expect from the Association.
- Assisting customers to hold the Association to account.
- Focusing on achieving outcomes that matter to our customers.
- Identifying areas of strong performance and areas needing improvement.

7. Performance Monitoring

Our Customer Care Charter and performance targets are monitored and evaluated through:

- Customer Feedback
- Survey Outcomes
- Staff meetings
- Committee Reports
- Annual Report on Charter
- Internal Management Business Plan

We consistently review and amend practice where required, in line with the above to meet the aspirations and needs of potential and future customers.

In addition, every three years, a full tenant satisfaction survey will be carried out by the Association through an independent market research company.

8. Consultation and Review

The Policy will be reviewed every three years unless an amendment is prompted by a change in legislation, or monitoring and reporting reveals that a change in policy is required sooner.

Policy reviews will involve consultation with our tenants, customer and resident forum and any other relevant stakeholders.

We will take account of any views or representations in revising our policy and service provision to assist in the development of effective service delivery.