

CUSTOMER SERVICE CHARTER

FEBRUARY 2024



LANARKSHIRE
HOUSING ASSOCIATION LTD



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CUSTOMER SERVICE CHARTER

(*Note Lanarkshire Housing Association hereinafter referred to as LHA)

1.0 INTRODUCTION

- 1.1 LHA's Customer Service Charter sets out the excellent standards of service that we are committed to delivering to our tenants and other customers.
- 1.2 Our customer care standards, including our performance targets and response times, are published in LHA's Customer Service Charter leaflet and this is issued to customer on request.

2.0 CUSTOMER SERVICE COMMITMENTS

- 2.1 We will deliver a range of professional services on a confidential basis and in a courteous manner.
- 2.2 This policy adopts the principles of the Scottish Social Housing Charter (SSHC) to ensure Charter standards and outcomes are achieved through efficient management of services.

In particular we will address the following aspects of the Charter:

Charter Outcome 1 – 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'.

Charter Outcome 2 – 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'.

- 2.3 We make a range of communication options available to our customers in order to ensure easy access to our services.
- 2.4 If we are unable to meet a customer's service request, we will explain why and endeavour to put them in touch with someone who can.
- 2.5 If the services provided by us, or our contractors, are found to fall short of our targets; then we will take early corrective action to address any failure.

- 2.6 We strive for openness and accountability and will make copies of our published performance information, strategic plans, policies and minutes of meetings available through our website or copies can be made available at our office.

3.0 MONITORING PERFORMANCE AND SERVICE QUALITY

- 3.1 We consult with our customers on service expectations and channel this input into the setting of our performance targets.
- 3.3 We also welcome and record compliments, where tenants consider our processes to be particularly good and this is used for future policy and procedural reviews. 3.2 We will monitor the quality of services provided against our set performance targets by actively encouraging feedback from customer satisfaction surveys, freepost postcards and other means. As well as liaising with tenants, we also consult with Registered Tenant Organisations and focus groups.

4.0 LHA's CUSTOMER CARE STANDARDS

4.1 When visiting our office, customers can expect the following:

- Easy access and responsiveness to particular needs
- Clearly displayed opening times
- Private interview facilities
- For pre-arranged appointments, you should be seen within 5 minutes of your agreed appointment time.

4.2 When contacting us by telephone, customers can expect:

- A direct link to the appropriate department
- An answer between 9am and 5pm during office hours
- We will give you our name and department when answering your call
- An emergency out of hours repair service when our offices are closed
- A call back before the end of the next working day, unless we have agreed otherwise

4.3 If customers write to us, we will:

- Respond within 5 working days
- Reply in a way that is easy to understand
- Provide our contact details on all correspondence

4.4 When visiting customers at home we will:

- Visit at a suitable time – and pre-arrange the visit where possible
- Present our identification

5.0 TARGET TIMESCALES

5.1 We aim to carry out the following housing services within the stated target timescales:

- Housing application acknowledgement – **5 working days**
- Assess housing applications – **14 working days**
- Reply to housing allocation telephone enquiries – **2 working days**
- Interview anti-social behaviour complainer – **3 working days (1 if urgent complaint)**
- Process a change of tenancy request – **28 working days**
- Issue our newsletter – **bi-annually**

5.2 We aim to carry out the following property maintenance services within the stated target timescales:

- Emergency Repair – **2 hours**
- Urgent Repair – **5 working days**
- Routine Repair – **8 working days**
- Void Repairs – **10 working days**
- Assess Alteration request – **28 days**
- Inspection Appointment – **at a suitable time to meet tenant needs**
- Gas Servicing – **10-month cycle**
- Electrical Safety – **5-yearly**

6.0 COMPLAINTS HANDLING PROCEDURE

Customers are encouraged to use our Complaints Process if they are unhappy with our services as we complaints as an opportunity to learn from any mistakes and improve our service. A separate information leaflet outlining the timescales and a complaint form is available online at our website or it can be requested by telephone or in person at our office.

7.0 EQUAL OPPORTUNITIES

As part of our commitment to provide excellent customer care, we actively promote equal opportunities and will ensure that all our customers are treated fairly and make reasonable adjustments to how we offer our services to meet any specific needs (e.g. making documents available in alternative formats/languages etc.)

Lanarkshire Housing Association Equality Impact Assessment Tool



Name of the policy / proposal to be assessed	Customer Service Charter	Is this a new policy / proposal or a revision?	Revision
Person(s) responsible for the assessment	Craig Russell		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	<p>The aim of this policy is to provide a clear set of standards that customers can expect when communicating with LHA staff.</p> <p>The purpose is to set out specific timescales/quality standards which we will meet for a variety of communication methods e.g. telephone, letter, in person.</p>		
2. Who is intended to benefit from the policy / proposal? (<i>e.g. applicants, tenants, staff, contractors</i>)	Tenants, applicants, any customers contacting LHA. It also provides staff with a clear set of guidelines on how to respond to customer contact (and within which timescale to do so)		

<p>3. What outcomes are wanted from this policy / proposal ? (e.g. the benefits to customers)</p>	<p>Excellent customer care standards with high standards of service to all customers – no matter what method they use to contact us.</p> <p>Reduced complaints if we have clear timescales for response timescales. Similarly, it should reduce the need for unnecessary contact chasing responses if an enquiry is still within its timescale (appropriate to the method of contact and/or type of enquiry)</p>
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4. Which **protected characteristics could be **affected** by the proposal? (tick all that apply)**

☒ Age
 ☒ Disability
 ☐ Marriage & Civil Partnership
 ☐ Pregnancy/Maternity
 ☒ Race

☐ Religion or Belief
 ☐ Sex
 ☐ Gender Reassignment
 ☐ Sexual Orientation

5. If the policy / proposal is not relevant to any of the **protected characteristics listed in part 4, state why and end the process here.**

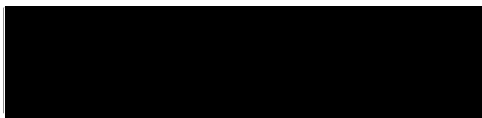
n/a

	Positive impact(s)	Negative impact(s)
<p>6. Describe the likely positive or negative impact(s) the policy / proposal could have on the groups identified in part 4</p>	<p>These groups were identified as potentially benefiting through our commitment to make reasonable adjustments to the way in which we communicate in cases where customers have a specific need e.g translating from English to another language, braille etc</p>	

7. What **actions are **required** to address the impacts arising from this assessment? *(This might include collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).***

Arrangements require to be in place e.g if we need to translate documents (we are already members of Happy to Translate)

Signed:



Housing Services Director 26.01.24

Date the Equality Impact Assessment was completed:

Please attach the completed document as an appendix to your policy / proposal report