

PARAGON HOUSING ASSOCIATION LIMITED

POLICY:	CUSTOMER CARE POLICY
POLICY AREA:	GOVERNANCE
DATE APPROVED:	12th June 2019
DATE OF NEXT REVIEW:	NOVEMBER 2019

Aims

Paragon Housing Association aims to provide clear, easy to understand, accessible information.

A policy of confidentiality will be strictly adhered to.

We are committed to promoting equality of opportunity.

Staff

Staff will wear name badges to identify themselves when dealing with tenants and will always produce official identification when calling at tenant's homes.

The Association will ensure that all staff members understand our Customer Care policy.

Staff will provide a polite helpful, friendly and courteous service at all times.

The Association's training policy aims to ensure our Committee of Management and staff are trained to a high level of professional knowledge and understanding.

Communications

Effective communication is the key to sound customer care.

The Association will provide an efficient and informed response to all forms of communication. The timescales for responses are summarised at Appendix 1.

We intend to ensure all telephone calls are answered within eight rings and when we answer the phone we will tell the customers who he/she is talking to.

If the person the customer wishes to contact is not available we will inform them when they will be available or we will record the details and pass on the information.

Our aim will be to return all calls within one working day with either a direct response or a timescale for action.

We will respond to mail / email within 5 working days. If we cannot give the customer a full reply within this timescale we will send them an acknowledgement and provide them with a timescale for following up their letter with a more detailed response.

All letters will give full details of the name and position of the person who is dealing with your enquiry, to make direct contact easier.

We will avoid jargon and abbreviations. We will respond in a friendly open style using plain English.

We will look at ways of communicating more effectively with those who are hearing impaired or sight impaired.

We will identify where it is appropriate for us to have literature translated into other languages.

The Association will issue a Tenants' Handbook to all its tenants. This will be updated as necessary.

Customer Care Principles

We intend to provide wherever possible local offices or surgeries with easy access.

We intend offering advice on all housing issues.

We will endeavour to ensure reception areas, interview facilities are accessible to tenants and are comfortable, clean and safe.

We will adopt a positive attitude to health and safety practices.

At Our Reception

All customers will be treated in a friendly and courteous manner.

We aim to see customers within five minutes of their arrival at our office.

The frontline staff member will try to make immediate contact and advise the customer how long they may have to wait, but if prior arrangements have not been made they may not be able to see the person they want right away.

If this is the case they will be offer an appointment as soon as possible thereafter but certainly within 5 working days.

All interviews will take place in a private room and any matters discussed will be treated in strictest confidence.

Home Visits

Home visits will be carried out.

We will aim to meet requests for home visits within 5 working days.

If we need to cancel a visit (usually one in the event of sickness or emergency) we will let the person know as a matter of priority and make an appointment at a time convenient to them within 5 working days.

If a home visit is carried out in the evening, staff will usually visit in pairs for security reasons.

If a home visit is made with or without an appointment and the person is not at home a "no access" card will be left giving brief details of who called and a telephone number to call to re-arrange the visit.

We will aim to carry out all repeat visits within 5 working days.

Complaints

If the Association's staff fail to meet a customer's expectation the customer will be referred to our Complaints Procedures.

Comments and Suggestions

As a responsive landlord we will welcome any suggestions and comments our customers wish to make. A form for this purpose will be available in the reception area.

All comments and suggestions will be acknowledged within 5 working days.

Monitoring

The Association's customer care policy will be monitored and reviewed on a regular basis by the Finance and General Purposes Sub Committee. It will carry out ongoing surveys of its customer satisfaction to help the development of services and procedures. This will ensure that we correct mistakes and learn from them.

Action	Timescale	Comments
Request home visit	Acknowledge request same or next day 5 Working Days to carry out visit	Normally acknowledge by same method as received
Return Telephone Call	Same or next working day	
Follow up phone call from above where issue cannot be dealt with at first contact	Within 5 days to complete from return to dealing with issue or phone with update	When providing an update give a clear indication when full response will be made or next update will be given.
Mail - Post	Acknowledged receipt same or next working day Full response or postal update within 5 days	When providing an update give a clear indication when full response will be made or next update will be given
E Mail/Text – monitored	Acknowledge receipt same or next working day Full response or email update within 5 days	When providing an update give a clear indication when full response will be made or next update will be given.
Request office appointment	Acknowledge request same or next day Within 5 days of request	
Complaints & ASB		As per current policies