

# Maryhill Housing Customer Charter



We want you to be delighted with our service every time you contact us.

We will:

- ★ Aim to resolve all queries at the first point of contact by ensuring our front-line staff have the training and resources they need.
- ★ Be clear about what you can expect from us at each stage of your issue.
- ★ Answer phone calls within 3 minutes.
- ★ Respond to phone calls the same day or the next day.
- ★ Never leave you in the dark. If the person you speak to can't deal with your issue and they pass your query on to the person who can, they will tell you their contact details and when you can expect a response from them.
- ★ Try our best to find a real person who can help you when you contact us. We will leave messages as a last resort.
- ★ Offer you a call back at a time to suit you if the person you are looking to speak to isn't available.
- ★ Make it easier for you to do business with us online as a time to suit you, by offering more services digitally.
- ★ Respond to emails the same day or the next day and tell you when we are away on holiday and won't be able to respond.
- ★ Be as visible as we can – wear name badges so you know who you are talking to, give out our business cards and sign in to let you know we are inspecting and cleaning our common areas.
- ★ Record each contact we have with you on our central system so you never have to repeat your story twice.
- ★ Accept when we have got it wrong, apologise and fix it quickly. We will respond to simple (stage one) complaints within five working days and complex (stage two) complaints within twenty working days. We will aim to respond more quickly.