

1. INTRODUCTION

Our Customer Service Standards can be best described as doing the things we say we will do and meeting your expectations.

Our performance is monitored by the Scottish Housing Regulator and you can find out more about this by visiting its website www.scottishhousingregulator.gov.uk and doing a search for Maryhill Housing Association

2. COMMUNICATING WITH YOU

We will:

- Answer calls promptly Monday – Friday, 9am and 5pm except on a Wednesday when we close at 1 pm
- Respond to all out-of-hours telephone messages on our next working day
- Provide accurate information in response to all enquiries
- Make an appointment with a relevant staff member at an agreed time
- Ensure someone will always be responsible for dealing with your enquiry
- Keep you informed of the progress of your enquiry
- Provide a polite, friendly and informative service
- Arrange translation services where appropriate
- Respond within 5 working days or, for more complex matters, we will acknowledge receipt and advise you of the progress of your enquiry
- Reply in plain language
- Reply in your preferred language if you have told us your preferred language
- Treat you with courtesy and be patient in our dealings with you
- Treat all information you give as confidential
- Arrange any follow up action within a reasonable time and tell you of progress

If we visit you at home we will:

- Be punctual and contact you if we expect to be delayed
- Introduce ourselves, present identification to you, and confirm our position within Maryhill Housing

3. MAKING SURE YOU ARE INVOLVED

We will:

- Continue to offer a range opportunities for tenants to become involved in the planning, delivery and monitoring of all our key services
- Give customers information on the Registered Tenants Organisations in their area (if there is one)
- Continue to look for new and different ways for customers to become involved in our work
- Consult all customers on issues which affect their homes and local area, taking their views into account
- Consult customers regularly on their satisfaction with our key services and use the feedback to improve our services
- Carry out a customer satisfaction survey every 3 years with all our tenants and send them a summary of the results. We will publish the results along with an action plan

4. RECOGNISING EQUALITY AND DIVERSITY

We will ensure that

- The services we provide are fair and free from discrimination
- All our staff work in line with our Equality & Diversity Policy
- Our offices are accessible to anyone with a disability
- Written information is available in alternative formats
- Translation services and interpreters are available when required

5. YOUR CONFIDENTIALITY IS IMPORTANT TO US

We will:

- Keep your information strictly confidential
- Meet the requirements of Data Protection including the right for you to access your information
- Not pass information about you on to other agencies without your permission, unless there is a legal requirement to do so

6. FEEDBACK AND COMPLAINTS

We will:

- Aim to resolve front line complaints within 5 working days. Where we cannot, we will provide a full response within 20 working days
- Let our staff know of any compliments you may have about them or the service we provide
- Monitor our complaints and take action where appropriate to improve our services