

Customer Service Charter



This 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 Equal Opportunities policy 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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You have a right to expect a high standard of service when you are in contact with our members of staff and the contractors who work for us. We call this standard our customer service commitment.

Our Mission, Values, Vision & Objectives

Calvey Housing Association Mission

We are a community-based organisation providing a great place for our tenants and factored owners to live.

Calvey Housing Association Values

Respect	<ul style="list-style-type: none"> • Communicate with you in a kind and friendly manner • Behave respectfully and professionally • Listen to you and respect your views
Integrity	<ul style="list-style-type: none"> • Speak honestly and be open • Help wherever possible • Ensure your query is treated in a confidential manner
Customer focused	<ul style="list-style-type: none"> • Ensure we provide the most efficient customer service • Show compassion and understanding and help to solve problems • Strive to improve the services we provide
Professionalism	<ul style="list-style-type: none"> • Have a positive attitude • Have the knowledge and guidance to help you • Show you respect

Equality and Diversity

The Association's Equal Opportunities 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 as appropriate.



Why do we have this commitment

We are focused on providing excellent customer service that meets the needs and exceeds the expectations of our customers. The commitment described in this booklet tells you how we will do this and what you can expect in all your dealings with us.

We hope you always experience the level of service detailed, if this is not the case at any time, please contact us on **0141 771 7722** or email us at **enquiries@calvay.org.uk**

Is a commitment to customer service a good thing?

Yes! We are committed to respecting you and your community's needs whilst always treating you in the way you'd like to be treated. These commitments are the responsibility of all staff, and we encourage everyone in Calvay to put customers at the heart of everything we do.

We hope our commitment continues to help improve the standard of our services. If this isn't the case, we will review the detail of our commitment, taking account of your feedback or complaints.

How will we deliver on this commitment?

To help us ensure we deliver on the customer services commitment, we monitor our performance in a number of ways, including customer feedback.

We also assess the performance, attitudes and behaviours of our contractors and our staff. We also monitor complaints and use these complaints to spotlight any areas of poor performance or customer failures. We then use this information to identify areas for improvement in how we deliver services to you.

- Take into consideration customer expectations
- Publish direct dial numbers for operational staff
- Commit to online repairs reporting
- Commit to improving digital access to services

What if we don't deliver?

Through our Complaints Procedure, you can tell us about the service you have received or where you feel we could have done better.

To make a complaint, you can do so in writing, in person or by phone to one of our staff team. If you need a bit of extra support to make a complaint, we will be happy to help. Full details of the process for handling complaints are available from our office and our website www.calvay.org.uk.

The standard of service we will provide

We will...	When...
Identify ourselves, be polite, approachable and helpful	In all of your contact with us
Listen to you and give you full opportunity to have your say	In all of your contact with us
Resolve your enquiry	At the time of request or tell you who will get back to you and when
Call you back (when we're unable to deal with your enquiry at first contact)	Within two working days
Respond to your letters, emails and text messages	Within five working days
If unable to complete our action within a timescale, inform you of progress	Every five working days
Offer use of a private room when you visit our office	On request
Provide prompt service at our office	Within 10 minutes or arrange an appointment
Visit you at home if this is necessary	Within five working days
Where practicable, provide our publications in ways that meet your needs	Within ten working days of the request
Advise you of how to request a review of any decision we made and the relevant timescale	Within one working day
Respond to Subject Access Requests and to requests made under Article 15-21 of the UK General Data Protection Regulation (UK GDPR).	Within one calendar month
Provide opportunities to participate	Via consultation, scrutiny groups, Annual General Meeting, Management Committee
Carry out tenant and owner satisfaction surveys	Every 3 years as a minimum
Make safe "Emergency Repairs"	Within 6 hours of reporting
Complete "Routine Repairs"	Within 7 working days of reporting

Our expectations of you

The relationship built between our staff and our customers is based on trust and respect. We expect that our customers will appreciate the standard of care extended to them and respond in a positive manner. We would ask that you:

- Treat our staff with respect by being polite and courteous.
- Are not abusive or threatening in your attitude, words or actions.
- Provide information requested within the timescales indicated.
- Meet the terms of reasonable requests made by our staff.
- Understand that sometimes we just simply cannot help you. Where this is the case, we will make every effort to signpost you to the agency(ies) who can help.

Contacting the office

Calvay Housing Association

Calvay Centre
16 Calvay Road, Barlanark
Glasgow, G33 4RE

Telephone: 0141 771 7722

Email: enquiries@calvay.org.uk

Website: www.calvay.org.uk

Facebook www.facebook.com/calvayhousingassociation

To report a repair

Telephone: 0141 771 7722 (Select option 1)

Email: repairs@calvay.org.uk

Website: www.calvay.org.uk/report-a-repair

Office opening hours

Monday 9.00 am to 5.00 pm

Tuesday 9.00 am to 5.00 pm

Wednesday 9.00 am to 1.00 pm

Thursday 9.00 am to 5.00 pm

Friday 9.00 am to 5.00 pm

Data Protection & GDPR

Data Protection Calway Housing Association Limited is a controller of personal information for the purposes of the General Data Protection Regulation (GDPR) and Data Protection Act 2018 which means that we are legally responsible for how we hold and use personal information about you. It also means that we are required to comply with data protection laws when holding and using your personal information.

