



Aberdeenshire *housing partnership*

ABERDEENSHIRE HOUSING PARTNERSHIP CUSTOMER CHARTER

“Aberdeenshire Housing Partnership is committed to providing the highest standard of service to all customers. We achieve this by being open, fair and honest in all our practices. We treat our customers as we would wish to be treated ourselves.”

OUR COMMITMENT

As our customer, we want you to know the standards of service you can expect from us, our contractors and other partners.

We will try to:

- Answer your query correctly and quickly
- Treat all customers fairly and equally.
- Be polite.
- Listen to what you say, use plain language and be responsive to your query.

OUR EXPECTATIONS OF YOU

- To co-operate with staff and our contractors and other partners.
- To be courteous with staff at all times.

ACCESS TO SERVICES

Below are some of the steps we will take to make sure that our services meet the standards we set ourselves.

OUR PROMISE TO YOU:

Reading, Writing & Listening

We will:

- Use plain language that is easily understood.
- Work to communicate effectively with all customers including those who are hearing impaired or sight impaired.
- Arrange translation and interpretation services when these are necessary.

Office Layout & Location

We will:

- Take account of the views of customers in respect of the location and accessibility of our office.
- Make our offices as accessible as possible for those with disabilities.
- Provide a map of our office location and details of how to get there.
- Publish opening times at our office and in our Newsletter
- Adopt a positive attitude to health and safety practices.

Correspondence

We will:

- Acknowledge correspondence within 3 working days (Note 1).
- Answer all queries needing a written reply within 10 working days (this may be by writing a letter, by telephone, visit or other means)
- Give a contact name and number for further queries.

Telephone Calls

We will:

- Answer queries immediately without passing calls on where we can, but if necessary we will direct calls to the appropriate member of staff to give a more detailed response. (Note 2).
- Make sure that any call not dealt with immediately is followed up within one working day. (Note 6).
- Answer all calls within 20 seconds. (Note 7).
- Pick up Voicemail messages at least 2 times a day.
- Provide up to date and current information on Voicemail.
- Make sure our telephone system meets the needs of all our customers.

Visiting Us

We will:

- Welcome you to our offices. (Note 3).
- See you immediately on arrival if you have made an appointment. If you call in without an appointment someone will see you within ten minutes and try to resolve your query.
- Talk to you, in private, in an interview room.
- Take account of any particular needs you may have.

Visiting You

We will:

- Agree a time to visit you in your home and contact you, by phone if we are going to be more than 15 minutes late.
- Contact you immediately if we have to cancel the visit and make a new appointment.
- Show you identification.
- By agreement visit you outside normal weekday hours.

Our Contractors and Agents

Contractors and agents working on our behalf are required to achieve the same high standards.

We will:

- Refer to this Charter when arranging contracts.
- Ensure that all contractors and agents sign up to our service standards, they will for example be required to advise you if they are unable to keep appointments made nor make use of your bathroom and other facilities.
- Monitor and report on contractors and agents performance.

Feedback & Continuous Review

We will

- Learn from feedback whether it is received in writing, by telephone or formal complaint.
- Review all formal complaints every quarter.
- Carry out full customer satisfaction surveys every 3 or 4 years and more detailed specific surveys periodically. (Note 5).
- Review this Customer Charter every 3 years.

Contact Us

Our contact details are:

- Aberdeenshire Housing Partnership
Unit 8
Netherton Business Centre
Kemnay
by Inverurie
Aberdeenshire
AB51 5LX
Telephone No: (01467) 641200
Fax No: (01467) 641220
Email address: enquiries@a-h-p.org.uk

CUSTOMER CHARTER – NOTES

- Note 1** Standardised acknowledgement of correspondence from customers (primarily tenants) and as appropriate others.
- Note 2** A “Frequently Asked Questions” document will be produced and staff will receive training appropriate to their job.
- Note 3** Office Opening Hours and holidays are to be displayed and publicised in Newsletters Voicemail information must be kept up to date.
- Note 4** Arrangements to visit that can not be kept (through bad weather, unplanned absence etc) must be cancelled by the Administration Assistant / PA immediately and if possible alternative arrangements made.
- Note 5** Surveys currently include those relating to repairs and the recently completed Tenant Satisfaction Survey; we could consider other approaches including Mystery Shopper, tape recording telephone calls (particularly as we rely a lot on telephone contact).
- Note 6** Staff receiving an enquiry on behalf of another member of staff will be responsible for ensuring that the enquiry has been passed on to the correct person. In this case emails / Voicemails can be used. Any message taken including face to face enquiries should contain the name, address and contact details together with a very brief explanation of the content of the call.
- Note 7** External telephone calls should be answered with Good morning / afternoon, Aberdeenshire Housing Partnership. Names should be provided upon request.