



Customer Service Standards



A guide to our standards and what you can expect from us

Sandbourne Housing Association
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www.sandbournehousingassociation.org.uk

What are our Customer Service Standards?

In this leaflet we will try to explain what you should expect from Sandbourne Housing Association when it comes to our Customer Service Standards.

If you have contact with us face-to-face, by telephone, letter, email or our website contact form, this leaflet should explain what you can expect from us and also our response timescales.

Please note that you should read this leaflet in conjunction with your tenancy agreement and with your tenancy handbook (pages 7 and 8).

Reference to 'you' or 'tenant' relates to all of our tenants, leaseholders and shared owners and our other customers.

Our aim and commitment

We aim to be the best at everything we do. We have a continuous programme of training to make sure our staff achieve a high standard of service.

We are committed to listening to your views about the services we provide and we continually work to improve our services and systems of management.

Our values

We want to provide you with high quality services and we set out in this leaflet some of the standards we expect our staff to keep to when dealing with you.

We are also committed to making sure we deliver services to you in the most cost effective way. This is known as 'value for money'. To achieve this, we have a continuous programme of service reviews. In these reviews we:

- look critically at how we do things;
- compare performance with others;
- consult with our tenants and prospective tenants; and
- develop plans for improving the service within the resources we have available.

Listening to your comments

We put a very high value on tenant involvement and participation. This enables you to have a say in how we do things. You can do this through talking to us or writing to us.

From time to time, we carry out surveys, explaining what we are doing or planning to do and why in order to find out how well you think we are doing in different areas of our service. These surveys may be done face-to-face, over the phone, questionnaires through the post, or through our newsletters. Public meetings are also held, from time to time.

In addition to the above, we are keen to hear from you with suggestions or ideas about how we can improve our

services. It is also useful for us to hear about what we are doing right.

Feedback and suggestions forms are normally included as part of our regular newsletters and there is also a feedback form on our website:

www.sandbournehousingassociation.org.uk.

If we get it wrong

We know that there may be times when things go wrong and we do not provide the level of service you would expect and we want to hear from you to give us the opportunity to put things right.

We also have a clear and open process for handling complaints. We recommend you follow our complaints policy if you think we have failed to deal with your complaint. Please refer to your tenancy handbook or request of Complaints leaflet from the registered office.

What you can expect from our staff

They will:

- tell you their name when they meet or talk to you over the phone;
- be polite, fair, respectful and considerate and deal with your enquiry efficiently and as quickly as possible;
- be trained to a high standard; and

- deal with any personal information we have about you by following the government data protection requirements and our confidentiality policy.

When our staff visit you

They will:

- always have identification;
- make sure that all of our contractors carry identification, are polite, tidy, courteous and consult you about when they will come to work in your home;
- give you reasonable warning if we need to change or cancel an appointment; and
- leave a calling card if we find you are not in.

When you visit us

We will:

- aim to have reception rooms clean, warm and tidy and have easy access (although Sandbourne does not own or manage the Beech House reception/meeting rooms);
- make an appointment time with you as staff are out more often than they are in the office;
- aim to see you within five minutes of your appointment time;
- use a private interview room, which needs to be booked in advance; and

- when you report a repair, expect the contractor to contact you for non-emergency repairs (normally by telephone) within three working days of a works order being raised. They will make a mutually convenient appointment with you but please let us know if this does not happen.

Telephone calls (office hours)

We will:

- try to answer calls within six rings;
- have an answerphone facility available so that you can leave a message if our lines are busy or no-one is available to take your call, which will normally be picked up and dealt with on the same working day;
- arrange for an appropriate person to contact you if we can't respond fully at the first point of contact; and
- ask the person, or a member of the team, to get back to you as soon as possible if they are unable to take your call;

However, we would stress that we cannot guarantee a same day call back unless the matter is an emergency. We would normally hope to have got back to you within five working days.

When the offices are closed, a recorded message will give you the office opening hours and tell you what action to take if you have an emergency.

Please note that telephone calls to and from the registered office may be recorded for information and training purposes.

Letters, emails and website contact forms

We will:

- acknowledge a letter, email or website contact form from you within five working days and reply within a further ten working days (if we can't give a full reply within that time we will let you know);
- write to you in clear, jargon-free language, though we sometimes may need to include more complicated information.

We believe that we normally exceed these expectations and respond to you far more quickly than outlined above. However, it is important to note that if we are busy, if the person dealing is not available, or your enquiry is not an emergency, we can, and consider it reasonable, to take up to five working days to respond to you.

How can I speed up the process?

You should not assume that any of the above forms of communication will get your query sorted more quickly than another or that contacting staff directly by email will automatically get a quicker response.

In addition, we would ask that you don't report the same thing in multiple ways as this will only confuse and delay our ability to deal with yours and other queries.

Need more information?

You can:

Write to us at our registered office:

Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Email us on: info@sandbourne.org.uk

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.