



Customer Care Policy

Introduction

1. Our mission is to improve the quality of life for our residents.

Our transition from a grass roots community co-operative to a thriving modern business has always placed residents at the heart of everything we do. This success requires a customer care approach and culture that matches the best in class standards.

Our current business plan outlines one of our five strategic objectives as resident oriented services. We want:

higher levels of engagement and satisfaction in promoting excellence

This objective guides us on customer care, based on our values of fairness, accountability, respect, integrity and diversity.

By using these elements we set out our intentions for our policy. Customer care is integral to all aspects of our work. We are taking both a top down and bottom up approach to promoting excellence in all aspects of value for money service delivery.

Purpose

2. To outline our ambitions and commitments to deliver the best customer care to residents and others. To respond positively to our customers expectations, having staff on board to deliver the high standards of service. Setting out the key principles will ensure guidance in promoting excellent services based on our service standards.

Scope

3. The policy applies to all staff. Anyone we come in contact with during the course of our work is a customer. This includes residents as well as staff treating each other as customers and other stakeholders.

Our standards apply to all aspects of contact, including phone, visits, letters, and email. We also expect our staff to be treated with respect by residents and members of the public.

Policy

4. We will:
 1. set out and publish clear customer service standards, which will be developed in conjunction with our residents.
 2. promote our standards and retrain all staff on these, linking into their annual appraisals and our key performance indicators.
 3. carry out mystery shopping to test and embed our standards in all aspects of service delivery.
 4. listen actively and act - keeping residents informed at each stage on progress with repairs and other transactions.
 5. widely publicise access to our services covering office times and out of hours emergency services.
 6. offer additional services, to enable all residents to access services, such as induction loops and translation services.
 7. make it easy for residents to contact us offering home visits where needed and office interviews to suit the convenience of customers during opening hours or evening visits, where possible.
 8. ensure staff provide their identity details with SHA badges for each contact with customers.
 9. ensure staff remain courteous, professional and respectful at all times, adhering to our values.
 10. maintain the highest levels of confidentiality with all information relating to residents.
 11. deal with queries and contact to get it right first time allowing residents to make suggestions.

Responsibility

5. The Head of Housing Operations will oversee the implementation of the policy, providing quarterly performance information to SMT and the Scrutiny Panel.

The Senior Management Team will ensure procedures and service standards are developed and embedded in the organisation's culture.

The Residents Scrutiny Panel will assess our performance, identifying areas for improvement and influence future service improvements.

Contractors and consultants are required to deliver services to specified standards.

Monitoring, Review & Evaluation

Board reports will provide updates on overall progress of this policy.

The policy will be reviewed every three years.