

# Customer Care Policy

## MONITORING FORM

<b>MONITORING FORM</b>	
Department	Corporate Services
Director	Operations
This policy is applicable to	All
Author / Owner	Housing Manager
Original Version approved by & date	Executive Team
Date of last review	July 2018
Version number	V2
Date of minor modification	
Period of Review	2 years
Date of next review	July 2020
Internal /external consultees (if required).	Head of Weslo Property Management

## **INTRODUCTION (AIM)**

Weslo (we) aim to provide our customers with the highest quality of customer care as possible. The policy sets out the standards and quality of service the customer can expect to receive from us. We strive to get it right the first time, every time, to achieve maximum customer satisfaction. Staff are encouraged to look for ways to say **YES** rather than no.

This policy aims to fulfil the principles outlined in sections GS1.4, GS 3.1 and GS3.2 of the Performance Standards for Registered Social Landlords by The Scottish Housing Regulator in relation to service delivery, which state: "We make the best use of our people and our physical resources to achieve efficiency, best value, and continuous improvement and deliver high quality services".

This policy aims to reflect our Vision, Mission and Values by:

- Putting the individual at the heart of everything we do because we care. We will never take the easy option and will work hard to find solutions, by engaging, listening, and learning.
- Doing the right thing because we want to make a difference to people's lives. We will always act with integrity, and will challenge ourselves to adopt an enterprising "can do" attitude.
- Valuing and respecting the uniqueness of the individual, their contributions, needs and opinions because every individual can help us become better at what we do. We will have clear, open, honest and professional communication that helps us develop our business.
- **T**aking the initiative to seek out and create opportunities to develop because we want to deliver service excellence for our tenants, customers, staff and the wider community.

We are proud of the work we do and recognise the responsibility and importance of the services we provide. Our values underpin everything we do and will help us to deliver services which improve the lives of our tenants and wider community.

## **SCOPE**

For the purposes of this policy it is deemed to include the following organisations: Weslo Housing Management and its subsidiary, Weslo Property Management, tenants, owners who we provide services to, customers, partners and any other relevant stakeholders including staff (permanent, temporary or contracted).

## **CONTENT (OBJECTIVES)**

We define Customer as anyone we deal with in our day to day work who is not an employee of Weslo and includes tenants, former tenants, owner occupiers (of formerly rented stock) and contractors.

We have internal service standards which ensures that all our customers and

service users are dealt with in a consistent manner and receive prompt and courteous attention at all times.

When using any of our services you can expect all our staff to:

- deliver our services in a friendly, welcoming and professional manner
- treat you with courtesy and respect
- be efficient and effective in our dealings with you
- deal with your requests, enquiries and concerns promptly
- provide you with accurate and relevant advice
- treat you equally and without discrimination
- maintain confidentiality at all times
- accommodate any special needs
- communicate and provide information in ways that meet your needs

### **CUSTOMER CARE SERVICE STANDARDS**

Our customer care service standards outline the levels of service you can expect when you visit one of our offices or contact us by phone etc. You can also expect these standards when we communicate with you and when we visit your home.

Contact Method	Standard
Visits to our Office	We aim to serve 100% of our customers visit our reception within 3 minutes. If you require to speak to another staff member, then they should be seen within a further 3 minutes.
Telephone	<p>We aim to answer 100% of incoming calls within 4 rings.</p> <p>Our staff will identify themselves and your name and the nature of your enquiry. This will enable us to pass you to the most appropriate person to deal with your enquiry. If the person you wish to speak to is unavailable we will offer to put you through to someone else who will be in a position to help. If this is not appropriate, we will take details and arrange an appropriate time to return your call within 1 working day.</p>
Written communications	<p>We aim to acknowledge 100% of all correspondence that requires a response within 1 working day. We will provide a send detailed response within 10 working days.</p> <p>In certain circumstances where there is a requirement to respond within a statutory timescale (e.g. assignments, alterations etc...) we will endeavour to respond within 14 days. If during this period it becomes apparent that this</p>

	timescale cannot be met we will contact you explaining the reason for the delay and indicating when a response could be expected.
Electronic Communication (email)	We aim to acknowledge 100% of all email correspondence that requires a response within 1 working day. We will provide a send detailed response within 10 working days
Pre- arranged visits to your home	We aim 100% of the time to give 7 working days' notice of time for pre- arranged visits to your home. In the event that the appointment date and time is not convenient we will endeavour to meet any requests for a specific appointment.
Complaints	We have a separate complaints policy which outlines our customer care standards. This is available on our website or on request from your local office.

## **EQUALITY & DIVERSITY**

This Policy will always be carried out in accordance with Weslo's Equality & Diversity Policy which aims to promote diversity, fairness, social justice and equality of opportunity by adopting and promoting fair policies and procedures.

## **PUBLICISING AND AVAILABILITY**

This policy is available on the Weslo website, to Board and staff members and any other key stakeholders. Copies are available free of charge. A summary of this policy can be made available in other formats and languages.

## **MONITORING & REPORTING**

This policy will be reviewed regularly to ensure compliance with applicable legislative changes, changes within the organisation and best practice.

## **DATA PROTECTION AND GENERAL DATA PROTECTION REGULATION (GDPR)**

Weslo include data protection principles throughout so that information gathered is processed in accordance with the law. For example, information that is gathered is only shared with the express consent of applicants, or as otherwise permitted or required in law.

We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z4942312 and we are the data controller of any personal data that you provide to us.

Any questions relating to our privacy practices should be sent to our Corporate Services Department: [corporate.services@weslohm.co.uk](mailto:corporate.services@weslohm.co.uk) or call 01506 634286

## **OTHER RELEVANT POLICIES AND PROCEDURES**

The following documents should be read in conjunction with this policy.

- Complaints procedure
- Data Protection policy
- Equality and Diversity policy