



Habinteg
Housing Association (Ulster) Ltd

Standards of Customer Service

We aim, at all times, to provide the highest possible quality of service through adhering to the standards set out in this booklet.



**CUSTOMER
SERVICE
EXCELLENCE**



CSE



Respect - We will:

- treat you with respect - it forms the basis of all our interactions;
- treat you, and expect to be treated in return, courteously and helpfully.

Equality - We will:

- treat all people fairly and equally regardless of age, gender, religion, political opinion, race, marital status, dependent status, sexual orientation or ability / disability in accordance with our Equality duty under Section 75 of the Northern Ireland Act 1998.

Choice - We will:

- offer you choice as far as possible in relation to all service delivery areas including allocations, maintenance and complaints;
- wherever possible and reasonable, offer alternative format of information, including translation and interpreting services;
- provide core services online to ensure convenience and choice and, if you have additional needs, endeavour to supply specialised services.

Confidentiality - We will:

- not ask you for personal information unless it is relevant to your enquiry;
- handle all information you provide confidentially and in accordance with Data Protection law.

Introduction and Identification - We will:

- address you by your name (when known);
- fully introduce ourselves before commencing any discussions with you;
- supply names and contact details in letters and emails;
- when meeting customers, wear name badges or carry appropriate, verifiable ID;
- attend to you within two minutes of your arrival at our offices and, if you have an appointment, a member of the relevant team will see you within five minutes of your arrival (ten minutes, if you do not have an appointment);
- where available, provide interview rooms to ensure privacy;

- if unable to deal with your enquiry during your visit, respond within three working days and if we cannot directly assist, we will explain why and attempt to refer you to the appropriate body;
- display any departure from office opening hours (Holywood and North West - 8:45am - 4:45pm, Monday to Thursday and 8:45am - 4.30pm, Friday) and change answering messages accordingly;
- display the opening times of residential offices.

Correspondence - We will:

- aim to respond to your letters and emails within 5 working days and, wherever possible, as soon as possible after receipt or your correspondence;
- send an automated reply to website correspondence, a personal acknowledgement on the first working day after receipt and a response from a relevant staff member within 5 working days from the acknowledgement;
- in cases where it is not possible to respond fully within 5 working days, send an acknowledgement, explain the reason for the delay and respond in full within 15 working days from receipt of your correspondence.

Telephone - We will:

- answer your call promptly (within 3 rings / 7.5 seconds);
- greet you appropriately and aim to connect you as soon as possible with the staff member able to deal with your enquiry;
- when unable to connect you, provide the option to leave a voicemail (prompted by a clear, up-to-date voicemail greeting) or message or to speak to another staff member;
- where unable to provide immediate answer to a query, take all necessary details and call you back at the earliest opportunity.

Complaints - We will:

- produce, publish and make available in print and online, a clear and comprehensive Complaints Policy and Procedure;
- acknowledge your complaints within 5 working days and aim to respond in full within 15 working days. (On occasion, additional response time may be necessary. Please see the Complaints Policy and Procedure for full information);

- apologise where mistakes have been made and aim to put matters right as soon as possible.

Publishing Information - We will:

- provide clear, up-to-date, relevant information in plain English and annual performance data against standards and targets;
- publish hard copy information where applicable and ensure availability of all relevant material online;
- ensure that appropriate Association publications, including our Complaints Policy and Procedure, are available in reception areas;
- keep our website up to date and provide relevant online information in an easy navigable and accessible format.

Tenant/Resident Services - We will:

- provide tenants / residents with a property suitable to their needs and with appropriate, fully functional amenities and services;
- if eligible, place you on the waiting list within four weeks of applying for a transfer of accommodation;
- let you view your home before accepting it;
- conduct a thorough sign-up process ensuring all information is supplied at the commencement of tenancy and conduct a survey six weeks from commencement of your tenancy;
- provide you with, and comply with, a Tenant Handbook, a Tenancy Agreement and a Tenant's Guarantee;
- promote and support a 'menu' of options for Resident Participation including the Residents' Forum to ensure engagement and encourage your involvement;
- consult with you on any major changes in the way we manage your tenancy or regarding any building work planned for your home;
- provide a Response Maintenance and Planned Maintenance service for the upkeep of properties and will complete all repairs and work within agreed timescales.