



Customer Service Standards Policy

V.02 – March 2025

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Consultation Required	Yes		No	x
Equalities Impact Assessment	Yes	x	No	
Added to Website	Yes	x	No	

SSHC Reference	1: Equalities; 2: Communication; 3: Participation
SHR Reference	Standard 2: The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.

Related Documents

- **Equalities and Diversity policy**

Translation Statement

If you have any difficulties reading this information or need further help understanding our processes, please contact us. We can make this document available in a variety of formats. All you need to do is let us know what you need and we will try to assist.

Compliance

This policy has been drafted to ensure that it complies with current legislation and industry good practice.

Equality & Diversity

Fyne Homes is committed to providing services which embrace diversity and which promote equality of opportunity. As an employer we are also committed to equality and diversity within our workforce. Our goal is to ensure that these commitments, reinforced by our Values, are embedded in our day-to-day working practices.

Openness & Confidentiality

Fyne Homes believes that its members, tenants and other interested parties should have access to information on how it conducts itself. This means that unless information requested is considered commercially sensitive or personally confidential it will be made available on request.

General Data Protection Regulations

Fyne Homes recognises that the General Data Protection Regulations are an important piece of legislation to protect the rights of individuals in respect to any personal information that we may keep about them, whether on computer or in manual systems. We will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Transparency Statements

1. Introduction

1.1 Fyne Homes aims to always provide customers with a quality service. We set ourselves high standards and welcome feedback. This policy sets out the standards of service our service users can expect to receive from us.

1.2 We regularly seek feedback from our customers about all aspects of their dealings with our contractors and us. This feedback is used for continuous service improvement. To assess our performance and identify areas where we can improve, we must be able to measure what is being achieved. We will do this through satisfaction surveys and complaints monitoring.

1.3 We will treat all our customers with courtesy and respect and we expect our staff to be treated in a similar manner. Our Unacceptable Behaviours Policy explains how we will manage unacceptable actions against our staff.

2. Aim

2.1 Our Service Standards confirm how general and specific services will be delivered and explain to users the quality of service they can expect. We recognise that the way we provide our services can be as important as the service itself.

2.2 Customers are defined as:

- Tenants.
- Owner Occupiers in a factored property.
- Sharing Owners.
- Housing and Shared Equity applicants
- Home Argyll Applicants
- Members of the public
- Contractors and Consultants
- Other organisations that we work with

2.3 Although this policy is mainly aimed at external customers, the standards set will also be applied to dealings between staff within the Association and Committee/Board Members.

2.4 We are committed to delivering an excellent service to all our customers, we aim to do this by:

- Providing a simple, user-friendly service to everyone.
- Applying our standards consistently through the organisation whether by phone, in writing, by email, social media communications or in person.
- Apologising if we get it wrong and aim to put it right as soon as possible
- Learning from our mistakes so that they don't happen again.

3. Links to vision and strategic priorities

- We respect our customers, staff and committee
- We are committed to continuously improving our services to meet local needs
- Meeting the needs and aspirations of our customers

4. Legal framework

4.1 The Scottish Social Housing Charter

4.1.1 Charter Outcome 1 states:

“Every tenant and other customer has their individual needs recognised, is treated fairly and with respect and receives fair access to housing and housing services.”

4.2 The Scottish Housing Regulators Regulatory Framework

5. Our Customer Service Standards

5.1 In implementing this policy we will always ensure adherence to our values and compliance with the following general customer service principles:

- We will provide a customer focussed service that prioritises our customers and respects their rights, needs and opinions
- Our staff will always introduce themselves by name when interacting with customers
- We will collect all relevant customer information during contact to avoid the need for repetition and inform you when you can expect a follow up if necessary.
- Staff will be polite, transparent and honest.
- The information we provide will be relevant, accurate and available in other languages and formats upon request.
- We will listen to our customers, understand their needs and strive to meet them.
- If we are unable to provide the requested services or assistance, we will explain why and wherever possible suggest, direct or refer to other agencies.
- For customers unable to visit the office, we will offer home visits.
- We will continuously listen to our customers and enhance our understanding of their needs, requirements and expectations to deliver the highest quality services. We will strive for continuous improvement and adapt our services to meet customer needs.
- We will maximise the use of technology to help deliver high quality, integrated services.

5.2 Fyne Homes are committed to providing a first-class service to all our existing and future customers and have developed a Customer Service Standards Leaflet (Appendix 1) The leaflet details how we interact with customers in the following circumstances:

- Telephone call
- Written communication
- Visiting our offices
- Homes visits
- Complaints

5.3 The Customer Service Standard Leaflet will be available in any of our offices, on our website and will also be included in the New Tenant Pack.

6. Customer Feedback

6.1 We will consult with customers on issues that affect them through consultation and scrutiny groups as detailed in our Tenant Participation Strategy.

6.2 Where consulting or asking for feedback we will ensure that:

- Customers receive all the information necessary to allow them to make an informed response
- We will provide a reply-paid envelope to customers who are unable to receive information electronically.
- We will use the feedback to improve our services and influence our policies
- We will report the results to our customers via the website and newsletters.

6.3 Customers can submit comments, feedback or suggestions via our website or at any of our offices.

7. Customer Satisfaction

7.1 Customer satisfaction is extremely important to us and we use a variety of methods to measure customer satisfaction including:

- A full, independent Tenant Satisfaction Survey conducted every three years
- Repair satisfaction surveys for every repair that is carried out
- New development feedback surveys
- Adaptations feedback surveys
- New tenancy questionnaire
- Periodic surveys on specific services such as stair cleaning
- Welfare advice feedback survey

7.2 We use the information gained from these surveys to improve our services and influence our policies and procedures

7.3 We will report any action taking from these surveys to our customers via our website and newsletters,

8. When We Fail To Deliver As Expected

8.1 Although Fyne Homes always strive to deliver excellent service, we acknowledge that we will sometimes make mistakes and will not always get things right first time.

8.2 As a result we have simplified the process for customers to log a complaint whether formally or informally, by promoting our complaints policy and procedure and ensuring it is easily accessible to anyone who needs it.

8.3 Our website has a dedicated section for customers to provide feedback, complain, comment or make suggestions.

8.4 Fyne Homes will acknowledge any mistakes, offer an apology and work to rectify the situation as quickly as possible. We will use the experience to improve our service in the future

9. Reviewing process

9.1 This policy will be reviewed in line with the respective current Fyne Homes' policies, and/or where a change in legislation arises

9.2 If there is a procedural delay in the policy revision then the relative legislation in force at the time will prevail.

Version number	Revision Date	Part of doc revised	Reason for revision	Approved by
1			New Policy	Mgt Comm
2	03.25	All	3 Yearly Revision	Mgt Comm



Customer Service Standards

Fyne Homes is committed to delivering quality service to customers regardless of the method of communication.

Our Aims

- To provide a straightforward, user-friendly service to all in accordance with our values and strategic priorities:
 - ✓ Respecting Customers, staff and committee
 - ✓ Committed to continuously improving our services to meet local needs
 - ✓ Meeting the needs and aspirations of our customers
- To effectively monitor and evaluate customer satisfaction with the services received
- To listen to customer views and feedback and use this to improve our services
- To treat all customers fairly and with respect
- To ensure equal access opportunities for everyone in all our activities.
- To ensure our contractors and those who provide services on our behalf sign up to these aims.
- To ensure customer service delivery is a key element in the recruitment and development of staff.

What We Request From You As A Customer

- To treat all staff with politeness and respect. Abusive or threatening behaviour/language is not acceptable and won't be tolerated.
- To understand that we may not always be able to provide you with the solution you are looking for, however we will try and assist you as much as possible.

Our Key Service Standards

<p>When you make any enquiry to us, we will:</p>	<ul style="list-style-type: none"> • Always treat you in a courteous, friendly and professional manner • Be aware of our communication style and communicate in a professional manner • Respect your rights to confidentiality and only share your data with other agencies when it is covered by our data protection policies and procedures. We may discuss with other colleagues but only when necessary and appropriate to do so • Treat everyone who uses our service fairly and equally without discrimination. • Always make ourselves know to the individual/organisation we are dealing with and carry identification. • Respond effectively and sensitively to your needs • Respond to you within the timescales set out in this leaflet and keep you regularly informed of our progress in pursuing the matter. • Provide our email address and relevant contact number in correspondence to you. • Arrange either a home visit, telephone call or video call for you at mutually convenient time where it is difficult for you to visit our office. • Assist you filling out any form that we have asked you to complete
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<p>When you visit a Fyne Homes office we will:</p>	<ul style="list-style-type: none"> • Publicise our opening on hours at the offices, on our website and on social media. • Acknowledge you when you arrive and attend to you as soon as we can • Make the reception area comfortable and inviting • Provide a private interview space and a range of information leaflets • Make any necessary arrangements for customers where needed including providing an induction hearing loop and interpreting services. Information about these services will be displayed in our offices. • Encourage customers to make an appointment to avoid having to wait, where an appointment has been made the customer will not be kept waiting. If a delay is unavoidable, we will tell the customer the reason for the delay and keep them informed about the likely waiting time. • Ensure that if a customer has not made an appointment that they see a staff member who can help. If there are no staff members available , we will offer an appointment.
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<p>When you telephone us, we will:</p>	<ul style="list-style-type: none"> • Ensure that all telephone calls are answered promptly, and efficiently. Staff will greet callers in a polite and courteous manner stating their name. • Try to deal with your enquiry during the call, but where this is not possible we will agree with you what action we will take and when we will contact you again. • Ensure that if the person you wish to speak to is not available and you do not wish for a call back to be arranged, that you are given the opportunity to speak with another member of staff. • Ensure that when our offices are closed details of our emergency numbers are available on our answer phone. Recorded messages will be clear, audible and accurate and we will always give the caller the option of leaving a message, • Ensure that any messages left on our voicemail is responded to within one working day.
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<p>When we visit you at home, we will:</p>	<ul style="list-style-type: none"> • Arrange a home visit within a maximum of 5 working days from request. Home visits will be carried out during normal office opening hours, however when this is not possible, we will arrange a mutual convenient time out with opening hours. • Ensure that staff display official identity badges and introduce themselves and explain the reason for the visit. • Respect your home and your privacy and will not smoke in your home. Our staff would be appreciative if you would not smoke during the visit. This is in accordance with the Smoking, Health and Social Care (Scotland) Act 2005. Staff have the right to leave your home if you smoke during the visit.
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	<ul style="list-style-type: none"> • Ensure all appointments are kept and are on time. We will let you know if there is a delay beyond the appointment time and provide advance notice of a cancellation and will offer another mutually convenient appointment as soon as possible thereafter. • Respect your right to confidentially and seek your permission to discuss personal tenancy issues in front of anyone else present. • Ensure staff leave a calling card detailing who visited and why with contact information if the customer is not at home. Sensitive information will not be noted on calling cards. • Usually make an appointment before visiting customers, however there maybe occasions when staff visit without prior notice, e.g. if they notice an issue with a property whilst passing or if they have had difficulty contacting a customer.
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<p>When you send a general letter to Fyne Homes, we will:</p>	<ul style="list-style-type: none"> • Respond within 5 working days. If for any reason a reply is likely to take longer (e.g. to obtain further information) you will receive an initial acknowledgement reply within 5 working days. • Provide a clear comprehensive response without the use of jargon and abbreviations. • Ensure all letters are sent in the name of the person dealing with the matter and contain clear accurate explanations about decisions that have been made • Make clear which of our policies or procedures your correspondence comes under and the timescales involved where appropriate. <p>Please note the timescales referred to do NOT apply to complaints and antisocial behaviour complaints which have their own timescales see page 7</p>
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<p>When you email us or make an enquiry on our website, we will:</p>	<ul style="list-style-type: none"> • Acknowledge your email within 1 working day and if an immediate response is not possible we will respond within 5 working days. • Provide a clear comprehensive response that is free from jargon. • Aim to resolve at the first point of contact where possible. • Ensure staff take ownership of the enquiry are recording it accurately and addressing it. <p>Please note the timescales referred to do NOT apply to complaints and antisocial behaviour complaints which have their own timescales see page 7</p>
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<p>When you contact us through our Customer Portal or the Fyne Homes App we will:</p>	<ul style="list-style-type: none"> • Respond within 1 working day unless specified otherwise when the request us made • Ensure the App and Customer Portal is user-friendly and accessible to all customer and provide support for use if required <p>Please note the timescales referred to do NOT apply to complaints and antisocial behaviour complaints which have their own timescales see page 7</p>
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<p>When you contact us through social media, we will</p>	<ul style="list-style-type: none"> • Ensure that an automatic message appears as soon as a customer sends a message. This will detail contact information and out of hours emergency numbers. • Ensure that messages are passed to the appropriate person and update the customer on who it has been passed to. • Highlight that the social media inboxes are not monitored over the weekend or evenings.
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If you feel that we have not met a service standard in any way please use our complaints procedure which can be found on our website www.fynehomes.org.uk/complaints-and-compliments or is available upon request from any of our offices. A summary of how to make a complaint and what to expect are detailed below

<p>How to make a complaint:</p>	<ul style="list-style-type: none"> • On our website • Over the phone • By letter • In person at any of our offices • By completing a complaints form <p>Our complaints process has two stages:</p> <p>Stage 1: Frontline Complaint Complaints that are not complex and can be quickly and easily resolved.</p> <p>Stage 2: Investigation Complaint Those complaints that have not been resolved at Stage 1 or are complex and require more detailed investigation.</p> <p>If you remain dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) or if you are an owner the First-tier Tribunal for Scotland (Housing and Property Chamber) to look at it.</p>
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<p>When you complain we will:</p>	<ul style="list-style-type: none"> • Provide you with an information leaflet on our complaints policy. • Fully Investigate all complaints made by customers about our services and use our findings to improve our services to you. • Deal with complaints promptly, courteously, systematically, fairly and in confidence. • Respond to Stage 1 complaints within 5 working days. • Acknowledge Stage 2 complaints within 3 working days. • Respond to Stage 2 complaints within 20 working days. • Ask you how you would like the complaint to be resolved.
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Fyne Homes Service Standard Timescales

The timescales mentioned below represent the maximum duration we should take. We always strive to respond well within these timescales and typically succeed in doing so

SUBJECT	TIMESCALE	
General Correspondence	Within 5 working days	
Phone Calls	Answered as quickly as possible	
Repairs Emergency Urgent Routine Repairs	Within 6 hours Within 3 working days (from reporting date) 10 working days (from reporting date)	
Planned Maintenance	<ul style="list-style-type: none"> Advise 2 weeks prior to work commences that a contractor has been appointed At least 7 days' notice of work commencing Satisfaction survey within 3 months of work being complete 	
Cyclical Works	Notified of planned visits at least 7 working days prior unless the visit is urgent in nature.	
Home Argyll Housing Applications	Within 28 days	
Rent & Factoring Payments	Processed within 2 working days of receipt	
Rent Increase	4 weeks' notice minimum	
Complaints	Acknowledge	Resolve
Stage 1		5 working days
Stage 2	3 working days	20 working days
Neighbour Nuisance	3 working days	10 working days
Anti-Social Behaviour	1 working day	5 working days
Harassment	1 working day	5 working days
Non-Tenancy Complaints	3 working days	10 working days
Estate Management: Gardens Closes & Common Areas	Monthly during growing season Minimum quarterly and more frequent where there is an issue identified	
General Information		
Newsletters	4 per year to tenants	
Annual Report	Annually	
Rent Statements	Twice per year	
Qualifying Occupiers	Annually	
Right To Repair	Annually	
Website & Social Media	Regularly updated with information when required	