



Customer Service Standards Policy

V.01 – January 2022

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Consultation Required	Yes	x	No	
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 provide customers with a quality service at all times. 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 assess information, gather and include details on performance in our newsletters, annual performance reports and on our website.

1.4 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 Service users are defined as:

- Tenants.
- Owner Occupiers in a factored property.
- Sharing Owners.
- Housing and Shared Equity applicants and any other individual or group of individuals who seek a service from us.

2.3 Our aims are to:

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

3. Links to vision and strategic priorities

- We respect our customer, 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

4.2 The Scottish Housing Regulators Regulatory Framework

5. Our Customer Service Standards

5.1 We aim to provide a high-quality service by providing services in line with the following standards

5.2 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 or is available upon request from any of our offices.

5.3 Our Key Service Standards

When you make any enquiry to us, we will:	<ul style="list-style-type: none">• Respond to you within the timescales set out in this policy and keep you regularly informed of our progress in pursuing the matter.• Ensure that all correspondence and personal information is treated in confidence and discussed with our colleagues only when necessary and appropriate to do so.• Be prompt, polite, friendly, helpful and willing to listen.• Treat everyone who uses our service fairly and equally without discrimination.• Respond effectively and sensitively to your needs.• Always make ourselves known to the person/organisation we are dealing with and carry identification.• Provide our email address and relevant telephone contact numbers in correspondence to you.• Help you fill out any form that we ask you to complete.• Arrange either a home visit/telephone call/video call to you at a mutually convenient time where it is difficult for you to visit our office.
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5.4 Complaints

How to make a complaint:	<p>Our complaints process has 2 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"> • Make an information leaflet on our complaints policy readily available from our office and on our website. • Investigate fully all complaints made by service users 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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5.5 *Our Targets for Responding to Different Communication Methods*

<p>When you visit a Fyne Homes office we will:</p>	<ul style="list-style-type: none"> • Acknowledge you when you arrive and attend to you as soon as we are able. • Ensure that if you have made an appointment with a member of staff you will be seen on time, and where this is not possible you will be kept informed of any delay. • Ensure that if you have not made an appointment and the member of staff you wish to speak to is available, you will not be kept waiting for more than 10 minutes, and where this is not possible you will be kept informed of any delay and offered another appointment time. • Ensure that where the member of staff you wish to see is not available you are seen by another member of staff or offered an appointment. • Talk to you in a private interview room when available. • Make the reception area comfortable and inviting.
<p>When we visit you at home, we will:</p>	<ul style="list-style-type: none"> • Respect your home and your privacy. • Not smoke in your home. • Display official identity badges. • Introduce ourselves and explain the reason for the visit. • Be punctual for the meeting • Let you know if we will be delayed beyond the appointment time. • As far as possible be prepared for the meeting. • Respect your right to confidentiality and seek your permission to discuss personal tenancy issues in front of anyone else present. • Leave a visit calling card if we were unable to speak to you. • Comply with any government guidance/legislation in place for visiting/working in people's homes (eg wearing facemask during pandemic). •
<p>When you send a general letter to us, 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 (for example to obtain further information) you will receive an initial acknowledgement reply within five working days. • Provide a clear comprehensive response without the use

	<p>of jargon.</p> <ul style="list-style-type: none"> • Make clear which of our policies or procedures your correspondence comes under and the timescales involved where appropriate. • Where appropriate advise you of your right to appeal if you are not happy with the response. <p><i>This timescale does not apply to complaints and antisocial behaviour complaints which have their own timescales (see section 5.4 and section 5.6.7).</i></p>
<p>When you email us, 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 written response. • Where appropriate advise you of your right to appeal if you are not happy with the response. <p><i>This timescale does not apply to complaints and antisocial behaviour complaints which have their own timescales (see section 5.4 and section 5.6.7).</i></p>
<p>When you contact us through our Customer Self Service App or Web Portal, we will:</p>	<ul style="list-style-type: none"> • Normally respond within 1 working day unless specified otherwise when the request is made on the App/Web Portal. • Provide support to help you use the App/Web Portal if required. <p><i>This timescale does not apply to complaints and antisocial behaviour complaints which have their own timescales (see section 5.4 and section 5.6.7).</i></p>
<p>When you make an enquiry on our website, we will:</p>	<ul style="list-style-type: none"> • Acknowledge your web enquiry within 1 working day and if an immediate response is not possible we will respond within 5 working days.
<p>When you telephone us, we will:</p>	<ul style="list-style-type: none"> • Answer all telephone calls promptly, politely and efficiently. • Tell you who you are speaking to. • 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 to wait for them, that you are given the opportunity to speak with another member of staff who will make a note of your enquiry even if they cannot answer it in full or offered a call-back. • Ensure that when offices are closed, an answerphone or message service will be in operation which will include our emergency out of hours contact details. • Respond to any messages left on our voice mail within one working day (if we have not redirected our calls).

5.6 Service Standards for Specific Service Areas

5.6.1 Housing Applications & Allocation of Property	
When you apply for a house or request a transfer we will:	<ul style="list-style-type: none"> • Assist you with the completion of your application form if you need it. • Process your completed application within 28 working days. • Ensure that all information provided to us by you will remain confidential within the Home Argyll Group and record only information required for the proper assessment of your application. • Allocate available property in accordance with our Home Argyll Allocation Policy (a copy of which is available on request). • Provide you with information and advice you may need or assist you in finding appropriate agencies to help your housing options.
5.6.2 Your Rent	
For rent Payments, we will:	<ul style="list-style-type: none"> • Offer a variety of easy methods of rent payment. • Provide advice and assistance in completing Housing Benefit & Universal Credit online application. • Provide general welfare benefits advice or refer you to a third party for specialist advice if you need it. • Process payments to the rent account within two working days.
When you are having difficulty paying your rent, we will:	<ul style="list-style-type: none"> • Agree sensible and realistic arrangements for repayment of your arrears based on your circumstances. • Confirm in writing any arrangement you have made to repay your arrears.
5.6.3 Our Payments and Accounts Services	
Rents & Factoring Payments we will:	<ul style="list-style-type: none"> • Process all rent & factoring payments within two working days of receipt of payment into our bank account.
5.6.4 Factoring Service	
If you are an owner (or sharing owner) and receive our factoring service, we will:	<ul style="list-style-type: none"> • Issue you with an account giving details of charges twice during the year. • Offer you a variety of easy payment options including regular monthly payments. • Provide you with a 'Written Statement of Service', Building Insurance Summary of Cover within 4 weeks of us being made aware of a change of ownership in a property we manage. • Post inspect a sample common repairs.
5.6.5 Alterations & Improvements	
If you are a tenant and want to alter or improve your home, we will:	<ul style="list-style-type: none"> • Request that you apply to us for permission before any work is done. • Not unreasonably withhold permission for requests to alter or improve a property.

	<ul style="list-style-type: none"> • Compensate you for certain improvements at the end of the tenancy (if we agreed to them being done).
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5.6.6 Estate Management

We will:	<ul style="list-style-type: none"> • Inspect all gardens monthly during the growing season. • Inspect closes and common areas within our estates a minimum of quarterly and more frequently where there is an issue identified . • Take appropriate action against those who damage the physical environment of our homes and estates,
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5.6.7 Tenancy Management

When you make a complaint about anti-social behaviour we will:	<ul style="list-style-type: none"> • Offer you a variety of ways to make your complaint such as in person at any of our offices, by phone, in writing, email, online or by using our complaints form. • Make clear the timescales for acknowledging and resolving your complaint. 																	
	<table border="1"> <thead> <tr> <th></th> <th>Acknowledge</th> <th>Resolve</th> </tr> </thead> <tbody> <tr> <td>Neighbour Nuisance</td> <td>3 working days</td> <td>10 working days</td> </tr> <tr> <td>Anti-Social Behaviour</td> <td>1 working days</td> <td>5 working days</td> </tr> <tr> <td>Serious Anti-Social Behaviour</td> <td>1working day</td> <td>5 working days</td> </tr> <tr> <td>Harassment</td> <td>1 working days</td> <td>5 working days</td> </tr> <tr> <td>Non-Tenancy Complaints</td> <td>3 working days</td> <td>10 working days</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Make clear the actions available to us in relation to your complaint. • Where necessary help you with your complaints correspondence. • Keep you updated during your complaint. • Work with key partners such as Police Scotland and Argyll & Bute Council on Anti-Social complaints. • Take informal, formal and legal action where tenancy agreements are breached. • Make information on our anti-social behaviour policy readily available from our office and on our website. 		Acknowledge	Resolve	Neighbour Nuisance	3 working days	10 working days	Anti-Social Behaviour	1 working days	5 working days	Serious Anti-Social Behaviour	1working day	5 working days	Harassment	1 working days	5 working days	Non-Tenancy Complaints	3 working days
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New Tenants- we will:	<ul style="list-style-type: none"> • Provide you with a tenancy handbook and give a comprehensive overview of the tenancy agreement at the tenancy sign up meeting. • Assign a named Housing Officer to you. • Work closely with new tenants so that they are fully aware of their responsibilities under their tenancy agreement and how they should comply with them. • Explain how you can get involved with the decision making for the Association through Tenant Participation. • Provide new tenants with tailored advice and assistance
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	when they sign up for their new home, to help them sustain their tenancy.
5.6.8 Our New Build Services	
We will:	<ul style="list-style-type: none"> • If you live in an area where there are new development proposals, hold at least one consultation event on our proposals at an appropriate stage in the planning process. • Carry out satisfaction surveys on all our new build properties within a year of the handover of your property and use this to inform future design.
5.6.9 Our Planned Maintenance Services	
When carrying out the renewal of major items in your home we will:	<ul style="list-style-type: none"> • Ensure that programmes of work are detailed in our newsletters. • Where applicable carry out tenant consultation regarding planned maintenance. • Advise you at least two weeks before work commences, that a contractor has been appointed to carry out works in your home. • Visit you with the contractor to discuss the works and any specific requirements prior to works commencing. • Give you at least seven days' notice of works commencing. • Post-inspect all works. • Issue a tenant satisfaction survey within three months of completion of the works.
When carrying out servicing and cyclical works, we will:	<ul style="list-style-type: none"> • Ensure you are notified of planned visits at least seven working days before unless the visit is urgent in nature. • Where applicable, inspect works on completion.
When our contractors carry out works for you, they will:	<ul style="list-style-type: none"> • Greet you and show you their identification, explain the purpose of the visit and the expected time required to perform the work. • Ensure if the tenant is elderly, disabled or infirm that there is always at least one room where they can be warm and have privacy or advise us if this is not possible. • Advise if a return visit will be necessary and agree the extent of further work with us. • Be pleasant to you and refrain from discussing their employer or the Associations business adversely. • Perform their work exercising caution for their safety and that the safety of you or others is not endangered in any way. • Ensure that your furniture, carpets and personal items are protected from damage during the visit. • Clear away debris, dust and rubbish from works carried out. • Be advised by us a customer has special requirements e.g. disabled, elderly, non-English speaking. • Refer to their supervisor and then to us if the job is poorly

	<p>or under specified; has implications for other components; or may affect other tenants.</p> <ul style="list-style-type: none"> • Immediately contact their supervisor and Fyne Homes for assistance if they experience any difficulties because of the behaviour of a tenant. • Comply with any government guidance/legislation in place for visiting/working in people's homes (eg wearing facemask during pandemic) <p>Individuals working for or on behalf of Fyne Homes will NOT:</p> <ul style="list-style-type: none"> • Accept any gift or enhancement to induce him/her to provide additional work not specified or authorised by Fyne Homes. • Not smoke inside houses whether occupied or vacant, or in the vicinity. • Enter a home where only a child is present – if no other adult is present, they will not enter the premises but seek a further appointment. • Use move or remove any of your possession without permission.
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5.6.10 Repairs Service

When you report a repair, we will:	<ul style="list-style-type: none"> • Respond to Emergency Repairs and make safe within 6hrs hours. • Respond to Urgent Repairs within 3 working days following the date of reporting. • Routine Repairs within 10 working days following the date of reporting. • Respond to Appointment Repairs within an agreed timeslot. • Post inspect for quality a proportion of all jobs. • Offer an opportunity to complete a customer satisfaction survey for all jobs completed within your home.
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General Information	
Newsletters we will:	<ul style="list-style-type: none"> • Issue at least four newsletters to residents each year.
Website we will:	<ul style="list-style-type: none"> • Post regular news information on our website when it happens.
Staff Training	<ul style="list-style-type: none"> • We will provide regular staff training to ensure a consistency of approach in delivering our service standards.

6. Reviewing process

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

6.2 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