



ORE VALLEY HOUSING ASSOCIATION

CUSTOMER CHARTER POLICY

Issue No	1
First Approved	22 February 2011
Last Reviewed	
Date of Next Review	Feb 2016
Review Requirement	5 Years

CUSTOMER CHARTER

The aim of the Association is to deliver affordable, good quality homes, with customer focussed housing services and community led non housing projects, in a way that meets and satisfies the needs of all of our customers.

We will:

- Be easy to contact and quick to respond, within pre-arranged deadlines.
- Be Polite and courteous at all times.
- Provide high quality, effective services.
- Treat all of the information we receive with complete confidentiality, subject to legislation requirements to disclose / share information in certain circumstances.
- Make our customers aware of the type of service they can expect and the timescales involved.
- Be accessible, accountable, listen and respond to our customer's needs.
- Acknowledge when we make mistakes, apologise and put things right as quickly as possible.

We aim to:

- Do things right, first time every time.
- Treat all our customers fairly and equally, and accommodate any special needs.

Delivering Our Aims

The aim of the Association is to deliver affordable, good quality homes, with customer focussed housing services and community led non housing projects, in a way that meets and satisfies the needs of all of our customers.

We will deliver the Charter by:

- Acknowledging written enquiries. If a full response cannot be given within 5 working days.
- Responding to written enquiries within 5 working days.
- When we answer your call, we will give the name of the Association, the name of the person you are speaking to and ask you how we can help. We will try to answer all calls within a reasonable time. If we are unable to help you immediately, we will let you know what we will do to resolve your query. If your call needs to be transferred to another person, we will tell you who you will be transferred to.
- Acknowledging requests for permission (e.g. permission for driveway, alterations, satellite dish, mutual exchange, etc.) within 5 working days.
- Responding to request for permission within 28 working days.
- Attending to reception within an acceptable time of customers arriving in the office.
- Customers being able to see the requested member of staff within 10 minutes, or offering the customer an appointment at an alternative time.
- Providing private interviews on request.
- Providing information by alternative methods or languages if required.
- Advising tenants reporting repairs, of the timescale in which the repair should be carried out.
- Providing all new tenants with a starter pack of information.
- Making available copies of the Comments / Complaints Policy and Procedure to customers.
- Making available minutes of Management Committee Meetings for the public.
- Ensuring that estate inspections are carried out and that issues identified are dealt with.
- Carrying out regular programmes of planned maintenance.
- Consulting with tenants on issues which impact on them and where they live.
- Dealing with neighbour complaints quickly and fairly.
- Maximising our income through effective control of rent arrears.
- Setting annual performance targets and providing tenants with information on our performance.

PART 3 - MEASURING PERFORMANCE

The aim of the Association is to deliver affordable, good quality homes, with customer focussed housing services and community led non housing projects, in a way that meets and satisfies the needs of all of our customers.

The services we will measure are:

- Customer Complaints.
- Repairs reporting and completions.
- Financial Indicators.
- Permission requests.
- Estate Management issues, i.e. untidy gardens, noisy neighbours, landscaped areas, etc.
- Delivery of investment programme for new build properties.
- Explaining what our targets are, and if we have meet our key performance indicators.
- Reporting on delivery of planned maintenance.
- Turnaround times for allocating empty properties.
- Rent Arrears Levels.
- Void levels and rent loss.
- Tenant satisfaction levels.
- Tenant Sustainability.
- Governance.