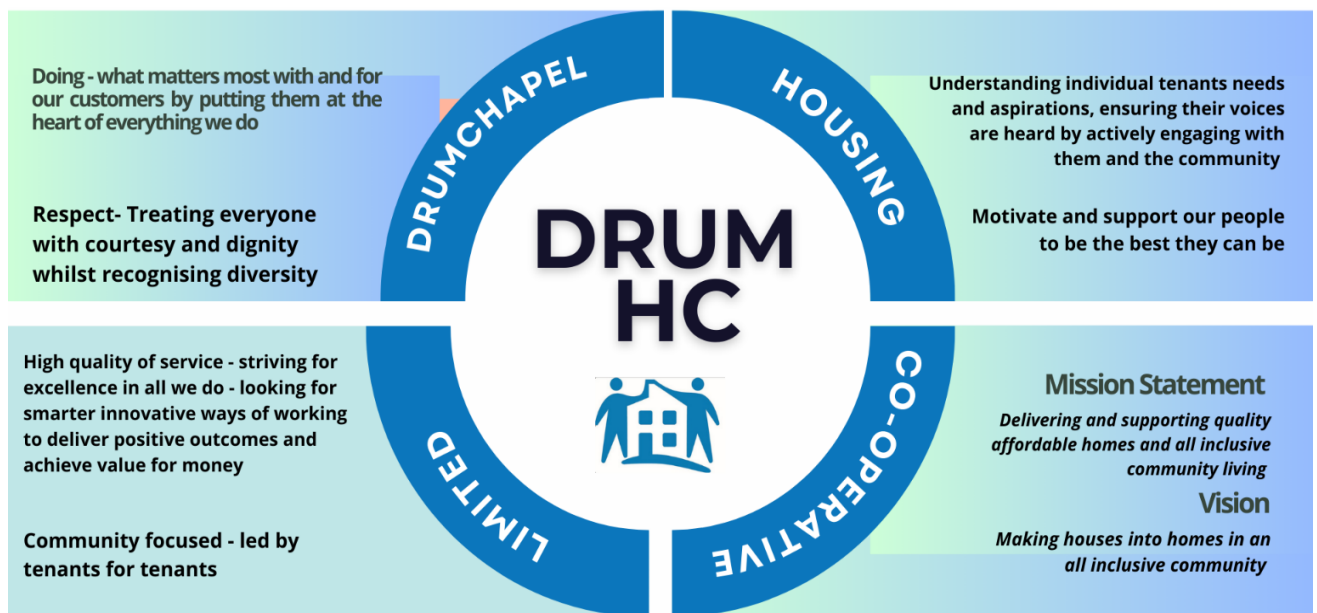




Customer Service Standards Policy

Version	1.0
Effective Date	August 2026
Next Review	February 2029
Approved By	Board – 04.08.2026
Distribution	All SMT /STAFF/ BOARD



Equality and Human Rights Statement

Drumchapel Housing Co-operative are committed to ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief; sex or sexual orientation. This document complies with our Equality and Human Rights Policy.

Accessibility

We are committed to ensuring our policies and documents are accessible to everyone. If you require this document in an alternative format, or need support to access its contents, please contact the office and reasonable adjustments will be made.

Privacy Statement

Drumchapel Housing Co-operative's Data Protection Policy outlines how the organisation lawfully, fairly, and securely manages personal data in line with UK GDPR, the Data Protection Act 2018, the UK Data Use and Access Act 2025, and PECR. It sets out responsibilities for staff and management, requirements for accurate and minimal data collection, rules on data sharing and processor oversight, procedures for managing data breaches, and the rights of individuals over their personal information. The policy emphasises security, accountability, data protection by design, regular training, and ongoing monitoring to ensure continued compliance.

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Linked Policies	
Choice Based Lettings Policy	Estate Management Policy
Repairs and Maintenance Policy	Communications Strategy
Complaint Handling Procedure	Tenant Participation Strategy
Delivery Plan 2025-2028	Strategic Plan 2025-2028
ICT Strategy	

1. Introduction

- 1.1 Drumchapel Housing Co-operative is a customer-focused organisation, we are committed to providing our tenants and service users with a high-quality service. We aim to provide appropriate training for our staff members and develop effective methods of seeking customer feedback and appropriate methods of reporting this information.
- 1.2 We will ensure treatment of our tenants and service users is always courteous and helpful it is expected that staff, in return, are always treated with dignity and respect.

- 1.3 The Co-operative's contact details, and opening hours are as follows:

Address: 4 Kinclaven Avenue
 Drumchapel
 Glasgow
 G15 7SP

Telephone: 0141 944 4902

E-mail: enquiries@drumchapelhc.org.uk

Website: www.drumchapelhc.org.uk

Facebook: Drumchapel Housing Co-operative

Opening Hours:	Monday	9.00am – 5.00pm
	Tuesday	9.00am – 5.00pm
	Wednesday	10.30am – 5.00pm
	Thursday	9.00am – 5.00pm
	Friday	9am – 4pm

The office is closed every 4th Wednesday of the month from 12:30pm for staff training

2. Purpose of the Policy

- 2.1 This policy aims to set out the expected standards for a variety of front-line customer service areas. The policy provides customers with details of when they can expect a response to their queries and what the Co-operative needs from customers

3. Legal/Regulatory/Charter

- 3.1 In terms of the Scottish Social Housing Charter (SSHC), the following outcome applies:

Outcome 2 – Communication

Social landlords should manage their business so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

- 3.2 The Scottish Housing Regulator's (SHR) sets out the Regulatory Requirements which all social landlords should achieve. The Regulatory Framework states the following in relation to this policy:

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.*

2.4 - The RSL actively seeks out the needs, priorities, views, concerns and aspirations of tenants, service users and stakeholders. The governing body listens to its tenants and service users and takes account of this information in its strategies, plans and decisions.

4. The Policy

4.1 Definitions

The following is a list of who we consider to be our 'customers' and with whom we interact or provide a service to:

- a) Tenants
- b) Applicants
- c) Staff
- d) Other private, public and voluntary sector organisations and agencies we work with (e.g., the Scottish Housing Regulator, local authorities, contractors, consultants and other Registered Social Landlords)

- e) Other members of the public and anyone else who interacts with us

4.2 Service Level Objectives

Overall objectives

- a) We will ensure that we have an understanding of the needs of our current and future customers
- b) We will deliver excellent services making the best use of our resources.
- c) We will keep you advised of our activities and consult with you when major changes to services are planned.
- d) We will consult with customers to seek their views to improve the quality of our service.
- e) We will treat you fairly and with respect.
- f) We will provide effective feedback methods to respond to your enquiries and complaints.
- g) We will always be approachable and professional.
- h) We will provide an inclusive service
- i) We will review our engagement strategies to ensure they are effective and productive.

4.3 Specific objectives

- a) We will ensure all staff receive regular training on customer care throughout their employment to empower staff to deliver excellent customer service.
- b) We will prepare and review policies and procedures in consultation with staff, Board and tenants to maximise opportunities to meet the needs identified as well as working within the Scottish Social Housing Charter guidance to ensure customer service aligns to corporate commitments.
- c) We will co-ordinate activity between services to ensure a seamless experience for customers.
- d) We will undertake a variety of customer satisfaction surveys:
 - i) Reactive repairs – we will seek 10% tenant feedback following the completion of the work to gauge satisfactions levels and inform service development.
 - ii) Settling in visit – we will visit every new tenant normally within six weeks of their tenancy start date to obtain feedback on the quality of their home and standard of service.

- iii) We will carry out programmed home visits to ensure that tenants needs are being met.
- iv) Tenant Satisfaction Survey – we will carry out a satisfaction survey every 3 years to ascertain how we are performing and obtain feedback in relation to services provided by the Co-operative.
- v) We will publish key information from the Satisfaction Survey and any resulting action plans.
- e) In order to continually improve the quality of service we provide to you; we will set ambitious yet achievable targets.
- f) We will proactively assess dips in delivery of customer service and explain the reasons for this.
- g) We will monitor and analyse customer engagement to identify opportunities for enhancement and improvement.
- h) We will assess and enhance the quality of all types of our communication with customers.
- i) We will ensure that digital services are available for customers to access information when they need.

4.4 **Customer Service Standards**

To ensure that everyone is clear about the acceptable standard of service, the Co-operative has prepared the following Customer Service Standards.

4.5 **Visiting the Office**

The Co-operative will:

- a) Ensure the office is open during the published opening hours.
- b) Ensure that if our office needs to close during normal working hours, that we publish this on our website, Facebook and a text to tenants.
- c) Make sure our office is adequately staffed.
- d) Make sure our staff members have identity name badges to identify themselves.
- e) Staff will always be presented in a neat and tidy manner.
- f) Promptly greet you with a smile.
- g) Provide a translator service if requested in advance with reasonable notice.

- h) Attend to your enquiry within 15 minutes to minimise your waiting time.
- i) Arrange an appointment that suits you.
- j) Not keep you waiting any longer than 15 minutes when you have an arranged appointment.
- k) Keep you updated if there is a delay in your appointment.
- l) Ensure that our waiting area is accessible and comfortable.
- m) Provide useful information in our reception area in relation to our services, local events and opportunities that you can take away.
- n) Signpost you to an appropriate agency or person who can help if we are unable to help.

4.6 Home Visits

The Co-operative will ensure that staff:

- a) Always introduce themselves when arriving at your home.
- b) Never enter your home uninvited except where we have a statutory duty, or we have given prior notice of a forced entry.
- c) Always explain the reason for the visit.
- d) Arrange a date and time that suits you if the visit is unsuitable
- e) Contact you if there is a delay or if we cannot attend the appointment, giving you a reason for this.
- f) Wear a name badge to identify ourselves to you.
- g) Ensure that a translator service is available, if required, and has been requested in advance with reasonable notice.
- h) Will record on our electronic diary the details of the visit.

4.7 Telephone Calls

The Co-operative will ensure that:

- a) The telephone is answered within 6 rings during the published office opening hours, and staff answer in a friendly, courteous and professional manner.
- b) The answer machine is switched on during office closure times and that it clearly indicates that the office is closed with accurate information for reporting a repair or leaving a message.

- c) Any answer machine messages are responded to within 24 hours of the office reopening; this also includes messages left during a public holiday or office closure during the festive break.
- d) We will confirm that you have called Drumchapel Housing Co-operative and announce who you are speaking to.
- e) The reason for your call is established and either take appropriate action or pass your call onto the relevant staff member.
- f) Where the appropriate person is not available to take your call, they will contact you within 24 hours of your call.
- g) We will record on our electronic diary the details of your call.

4.8 **E-mails and Letters**

The Co-operative will ensure that:

- a) If a staff member is out of the office, we will ensure that their 'out of office assistant' is set to inform you when the staff member will be back in the office (e.g., confirming a period of annual leave). This will inform you to contact another member of staff if the nature of your message is urgent.
- b) Your correspondence is passed to the appropriate staff member for action within 24 hours.
- c) We contact you within 5 working days (depending on the nature and urgency of your correspondence) to either discuss or provide a written response to your query. This response will set out clearly the explanation about decisions that have been made.
- d) We write in plain English and avoid jargon.
- e) Where identified, we provide correspondence in an alternative format for example a varying text size or an alternative language.
- f) We file your correspondence in our electronic diary and manage your data in accordance with current data protection legislation.

4.9 **Housing Applications**

The Co-operative will ensure that:

- a) We will respond to your housing application within 5 days of all information being provided to allow us to assess your application.
- b) We will check on an annual basis that you wish to remain on the housing list.

- c) We will publish any available properties on a weekly basis.

4.10 **Repair Timescales**

The Co-operative will ensure that:

- a) Emergency repairs will be attended to within 4 hours
- b) Routine repairs will be attended to within 5 days
- c) We will carry out Gas Safety checks once per year
- d) We will carry out Electrical Safety checks every 5 years
- e) We will inspect reports of damp and mould within 2 days
- f) We will attend to void properties within 3, 5 or 10 days depending on condition of property.

4.11 **Estate Management**

The Co-operative will ensure that:

- a) We will carry out estate visits weekly
- b) Litter is removed from common areas
- c) Bulk removal is carried out weekly at tenemental blocks
- d) We will report fly-tipping to Glasgow City Council if we discover
- e) We provide year-round grounds maintenance including grass-cutting, weed control and shrub maintenance in common areas.
- f) Stair Cleaning services will be provided on a weekly basis

4.12 **Tenancy Management**

The Co-operative will ensure that:

- a) Respond and close ASB complaints depending on the category of complaint: 10 working days for Category A (Extreme) and 20 working days for Category B Serious & C Nuisance/Disputes
- b) Permission requests will be responded to within 28 days
- c) We will update your rent account daily.

4.13 **Information**

The Co-operative will ensure that:

- a) We provide 4 newsletters every year
- b) We provide an Annual Report and Landlord Report every October
- c) We keep our website and Facebook updated monthly or as required.
- d) We respond to FOI, EIR, SAR within the published timescales
- e) We publish outcomes of surveys carried out
- f) We publish our key performance indicators

4.14 **Complaints**

The Co-operative will ensure that;

- a) We respond to complaints within 5 working days
- b) If the complaint requires investigation, we will respond within 20 working days.
- c) We will publish “You Said, We Did” information in our newsletters.
- d) We will analyse complaints to understand customers needs, expectations and improve our service delivery.
- e) We report to our Board on complaints.

4.15. **Our Tenant Expectations**

Our aim is to build good Landlord/Tenant relationships built on trust and respect. We expect that our tenants will respond in a positive manner.

With this in mind, we believe that it is reasonable to expect tenants to:

- a) Treat our staff with respect.
- b) Not be abusive or threatening in attitude, words or actions.
- c) Provide information requested within the timescales indicated.
- d) Meet the terms of reasonable requests made by our staff.
- e) Let us know of any adjustments you require in relation to office accessibility or language format.
- f) Understand that sometimes we just simply cannot help with your enquiry. Where this is the case, we will explain this and try to direct you to the most appropriate agency.

5. Complaints

- 5.1 We aim to deliver the expectations of this Customer Service Standards Policy, however, if we get it wrong, complaints will be managed in line with our Complaints Handling Procedure. A complaint is any expression of dissatisfaction by one or more members of the public about the Co-operative's actions or lack of action, or about the standard of service provided by or on behalf of the Co-operative. This allows the Co-operative to investigate your concern and where possible take remedial action.

6. Policy Review

- 6.1 This policy will be reviewed every three years or sooner as deemed necessary by the Management Board.

7. Customer Service Standards Action Plan

- 7.1 The action plan at Appendix 1 sets out how the Co-operative will implement, monitor and improve the Customer Service Standards Policy. It focuses on ensuring that tenants and other customers find it easy to communicate with the Co-operative, receive clear information, are treated fairly and with respect, and can provide feedback that is used to improve services.

Appendix 1 Customer Service Standards Action Plan

Policy commitment	Action required	Lead responsibility	Timescale	Evidence / monitoring	Success measure
Understand current and future customer needs	Maintain and review customer profile information, including communication preferences, accessibility needs and support requirements.	Senior Housing Officer/ Corporate Services	Quarterly	Customer records, survey results, home visit outcomes and feedback logs.	Customer needs are recorded and used to shape service delivery and communication methods.
Deliver excellent and consistent customer service	Provide regular customer care training and ensure staff understand the standards for visits, calls, letters, emails, applications, repairs, estate services, tenancy management and complaints.	Senior Management Team	Annual training plan and induction for new staff	Training records, induction checklist, staff briefings and supervision notes.	Staff demonstrate awareness of standards and apply them consistently across services.
Make communication clear, accessible and responsive	Review letters, emails, website information, Facebook updates and reception information to ensure they are plain English, current and available in alternative formats where required.	Corporate Services / All Service Leads	Six-monthly	Communication review log, website checks, newsletter records and alternative format requests.	Customers receive clear, timely and accessible information through appropriate channels.
Monitor response times and service standards	Track performance against published standards, including telephone messages, correspondence, housing applications, repairs, ASB complaints, complaints and estate services.	Service Leads	Monthly monitoring and quarterly reporting	Performance reports, repairs data, complaints reports, call-back logs and application processing records.	Performance is reported, exceptions are explained and corrective action is recorded.
Use feedback, complaints and engagement to improve services	Analyse complaints, surveys, repairs feedback, settling-in visit feedback, home visit outcomes and consultation responses to identify themes and service improvements.	Senior Management Team / Service Leads	Quarterly	Complaints analysis, satisfaction survey action plans, "You Said, We Did" updates and improvement logs.	Feedback leads to visible service improvements and customers are told what has changed.
Provide inclusive and accessible services	Ensure translation, interpretation, alternative formats and reasonable adjustments are available and promoted to customers.	Corporate Services / All Staff	Ongoing, reviewed six-monthly	Adjustment records, alternative format requests, translation requests and equality monitoring feedback.	Customers can access services and information in a way that meets their needs.
Publish performance and promote accountability	Publish key performance indicators, survey outcomes, action plans, newsletters, Annual Report, Landlord Report and "You Said, We Did" updates.	Senior Management Team / Corporate Services	As scheduled; at least annually for reports	Published reports, newsletters, website updates and Board reports.	Tenants and service users can see how the Co-operative is performing and what action is being taken.

Appendix 2 Summary: Customer Service Standards

This summary explains what you can expect from Drumchapel Housing Co-operative when you contact us, visit the office, need a repair, make an application, use estate services, raise an ASB issue or complaint, or provide feedback about our services.

Customer Service Standards: What We Say We Will Provide		
 Visit us Open during published hours, accessible reception and support within 15 minutes where possible.	Our Customer Promise We will be: Fair • Respectful • Approachable • Professional • Inclusive • Clear • Responsive	 Home visits Staff will introduce themselves, explain the visit, show identification and rearrange if needed.
 Contact us Calls answered within 6 rings where possible; messages passed on within 24 hours; written responses within 5 working days.		 Applications and repairs Housing applications responded to within 5 days once complete. Emergency repairs within 4 hours; routine repairs within 5 days; damp, mould and condensation inspected within 2 days.
 Estate services Weekly estate visits, litter removal, tenemental bulk removal, fly-tipping reporting, grounds maintenance and weekly stair cleaning.	 Tenancy management ASB complaints responded to and closed by category: 10 working days for Category A; 20 working days for Category B and C.	 Information and performance We publish survey outcomes, key performance indicators, newsletters and reports, and support digital access to information.
 Complaints and learning Complaints responded to within 5 working days, or 20 working days if investigation is needed. We publish “You Said, We Did” updates and use complaints to improve services.		

We will:

- Understand the needs of current and future customers and provide an inclusive service.
- Consult with customers, provide effective feedback methods and use views to improve services.
- Keep you informed if there is a delay.
- Monitor engagement, assess communication quality and review engagement strategies to ensure they are effective and productive.
- Train and empower staff to deliver excellent customer service and co-ordinate activity between services for a seamless customer experience.
- Set ambitious yet achievable targets, assess dips in customer service delivery and explain the reasons for these.
- Provide information in alternative formats or languages where needed.

We ask tenants to:

- Treat staff with respect.
- Provide information we need within the timescales requested.
- Let us know if you need help, adjustments, translation or information in another format.
- Tell us if something has gone wrong so we can try to put it right.

Customer Service Standards:

What We Say We Will Provide

Visit Us

- Open during published hours
- Accessible reception
- Support within 15 minutes where possible



Home Visits

- Introduce ourselves
- Explain the visit
- Show ID.
- Rearrange if needed



Contact Us

- Calls answered within 6 rings
- Messages responded to within 24 hours
- Written replies within 5 working days



Our Customer Promise

**Fair
Respectful
Approachable
Professional
Inclusive
Clear
Responsive**

Applications & Repairs

- Applications handled in 5 days
- Emergency repairs in 4 hours
- Routine repairs in 5 days
- Damp & mould inspected in 2 days



Estate Services

- Weekly estate visits
- Litter & bulk removal
- Fly-tipping reported
- Grounds & stair cleaning



Tenancy Management

- ASB complaints handled
- 10 days – Category A
- 20 days – Category B & C



Information & Performance

- Survey results & KPIs
- Newsletters & reports
- Digital access support



Complaints & Learning

- Complaints in 5 or 20 days
- 'You Said, We Did' updates
- Learning from complaints



