



**Drumchapel
Housing**
Co-operative Limited

Customer Service Standards Policy

This document can be produced in various formats, for instance, in larger print or audio format and it can also be translated into other languages upon request.

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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 shall ensure treatment of our tenants and service users is always courteous and helpful it is expected that staff, in return, are treated with dignity and respect at all times.
- 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. Legislative and Regulatory Framework

- 2.1 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.

- 2.2 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.

3. Risk Management

- 3.1 The Co-operative has considered the potential risks of providing information to tenants and service users. We regularly provide information to tenants and service users. To ensure the correct information is provided at all times, all staff are aware (via informal and formal training) that information provided should be accurate and can be shared. Failure to do so could damage the Co-operative's reputation and breach UK General Data Protection Regulation and damage the Co-operative's reputation.
- 3.2 We also ensure consultation is undertaken to include views and feedback from tenants when reviewing policies. This is carried out in a variety of ways such as text messages, social media, community events, questionnaires, Tenants' Panel meetings, and encouraging feedback via newsletters.

4. Equality and Human Rights

- 4.1 The Co-operative's Equality and Human Rights policy outlines our commitment to promote a zero tolerance to unfair treatment or discrimination to any person or group of persons, particularly on the basis of any of the protected characteristics. This includes ensuring that everyone has equal access to information and services, and, to this end, the Co-operative will make available a copy of this document in a range of alternative formats including large print, translated into another language or by data transferred to audio.
- 4.2 We are also aware of the potential for policies to inadvertently discriminate against an individual or group of individuals. To help tackle this and ensure that it does not occur, best practice suggests that organisations carry out Equality Impact Assessments to help identify any part of a policy that may be discriminatory so that this can be addressed.
- 4.3 In line with the Equality and Human Rights Policy, the Co-operative will apply a screening process based on that recommended by the Equality and Human

Rights Commission to ascertain whether each policy requires an Impact Assessment to be carried out. The screening process was applied to this policy, and it was decided that an impact assessment was required.

5. Core Values

- 5.1 Our commitment to customer care is underpinned by the Core Values adopted by both staff and Board members:

Doing what matters most with and for our customers by putting them at the heart of everything we do.

Respect – treating everyone with courtesy and dignity whilst recognising diversity.

Understanding individual tenants needs/aspirations, ensuring their voices are heard by actively engaging with them and the community.

Motivate and support our people to be the best they can be.

High quality of service – striving for excellence in all we do – looking for smarter innovative ways of working to deliver positive outcomes and achieve value for money.

Community focused – led by tenants for tenants.

6. Definitions

- 6.1 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

7. Service Level Objectives

- 7.1 Overall objectives

- a) We will deliver excellent services making the best use of our resources.
- b) We will keep you advised of our activities and consult with you when major changes to services are planned.
- c) We will use your views to improve the quality of our service.
- d) We will treat you fairly and with respect.
- e) We will respond to your enquiries and complaints.
- f) We will always be approachable and professional.

7.2 Specific objectives

- a) We shall ensure all staff receive regular training on customer care throughout their employment.
- b) We shall 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's guidance. This policy was revised in consultation with tenants.
- c) We shall undertake a variety of customer satisfaction surveys:
 - i) Reactive repairs – we shall seek 10% tenant feedback following the completion of the work to gauge satisfaction levels and inform service development.
 - ii) Settling in visit – we shall 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) Tenant Satisfaction Survey – we shall 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.
 - iv) The Corporate and Governance Officer shall ensure that key information from the Satisfaction Survey is published in the Co-operative's newsletters, Annual Report and on our website at: www.drumchapelhc.org.uk
- d) In order to continually improve the quality of service we provide to you, we shall set realistic, yet challenging targets.

8. Customer Service Standards

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

Visiting the Office

The Co-operative will:

- a) Ensure the office is open during the published opening hours.
- b) Make sure our office is adequately staffed.
- c) Make sure our staff members have name badges to identify themselves.
- d) Staff will always be dressed in a neat and tidy manner.
- e) Promptly greet you with a smile.
- f) Provide a translator service if required and which has been requested with reasonable notice.
- g) Attend to your enquiry as quickly as possible to minimise your waiting time.
- h) Arrange an appointment that suits you if you require.

- i) Not keep you waiting when you have arranged an appointment, wherever possible.
- j) Keep you informed if there is a delay in your appointment.
- k) Ensure that our waiting area is accessible and comfortable.
- l) Provide useful information in relation to our services, local events and opportunities that you can take away.
- m) Sign-post you to an appropriate agency or person who can help if we cannot.

8.2 Home Visits

The Co-operative will ensure we:

- a) Never enter your home uninvited except where we have a statutory duty, or we have given prior notice of a forced entry.
- b) Always explain the reason for the visit.
- c) Arrange a date and time that suits you if the visit is unsuitable
- d) Contact you if there is a delay or if we cannot attend the appointment, giving you a reason for this.
- e) Wear a name badge to identify ourselves to you.
- f) Ensure a translator is present if required and which has been requested with reasonable notice.

8.3 Telephone Calls

The Co-operative will ensure that:

- a) The telephone is answered 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 or the next available working day where the message is left during a public holiday break.
- d) We confirm you have called Drumchapel Housing Co-operative and confirm 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 call you back within a reasonable timeframe.

8.4 E-mails and Letters

The Co-operative will ensure that:

- a) If a staff member is out of the office, ensure the 'out of office assistant' is set to inform you when the staff member you have e-mailed 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.

- 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 correspondence in your electronic Tenancy File on our Housing Management System and manage your data in accordance with current data protection legislation.

9. Our Tenant Expectations

- 9.1 The relationship built between us, and our tenants is based on trust and respect. We expect that our tenants will appreciate the standard of customer care extended to them and respond in a positive manner.
- 9.2 With this in mind, we think it is not unreasonable to ask you to:
 - a) Treat our staff with respect.
 - b) Not be abusive or threatening in your 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 try to direct you to the most appropriate agency.

10. Breaches of the Policy

- 10.1 Any breaches of the Customer Service Standards Policy should be actioned through 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.
- 10.2 This assists the Co-operative in our strive for continual improvement, which in turn should improve the service delivery to our tenants and service users. You can obtain a copy of the Complaints Handling Procedure upon request or download it from our website at: www.drumchapelhc.org.uk

11. Policy Review

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

12. UK General Data Protection Regulations (UK GDPR) Privacy Statement

- 12.1 The Co-operative will gather and use certain information about individuals in accordance with UK GDPR and UK Data Protection Act 2018. Staff members have a responsibility to ensure compliance with the terms of the privacy policy and to collect, handle and store personal information in accordance with relevant legislation. The Fair Processing Notice (FPN) details how personal data is held and processed.

Drumchapel Housing Co-operative

Equality Impact Assessment



Name of the policy/ proposal to be assessed	Customer Service Standards Policy	Is this a new policy/proposal or a revision?	A revision
Person(s) responsible for the assessment	Marisa McCarthy – Senior Housing Officer		
Our policy has taken account of Article 6 of the Human Rights Act	<p>This article highlights that “People have the right to a fair trial”.</p> <p>The Co-operative will therefore ensure it makes reasonable adjustments to how they communicate with tenants, and others, when developing policies/delivering services which could result in legal action being taken.</p> <p>In particular, the Co-operative will seek to reduce barriers tenants, and other customers, from specific groups might encounter if they are subject to legal action (i.e. ensuring someone with ‘additional support needs’ understands the legal processes and/or the Co-operative work through any third parties or mediators that person works with, if legal action is initiated to someone with English as a second language the Co-operative will ensure they are provided with access to appropriate translation support, etc.).</p> <p>In addition, if someone was appealing against an allocation decision, required access to additional support (i.e. access to translators, assistance with completing forms, sign-posting to support groups, etc.) then the Co-operative would provide all reasonable assistance.</p>		
Our policy has taken account of Article 8 of the Human Rights Act	<p>This Article highlights people’s “Right to respect for private life, family life and the home.”</p> <p>The Co-operative will seek to ensure policies deal effectively with anti-social issues, noise pollution,</p> <p>neighbour disputes, etc., and policies will avoid exacerbating any issues.</p>		

<p>Our policy has taken account of Article 14 of the Human Rights Act</p>	<p>This article highlights the “Prohibition of Discrimination” in any areas of the Co-operative’s work.</p> <p>The Co-operative will seek to ensure its policies and decisions are based on the merits of each case and nothing to do with a protected characteristic. The only exception would be a policy / service designed to help a particular group i.e. sheltered housing, caretaker service (designed particularly to benefit the elderly and disabled).</p>
<p>1. Briefly describe the aims, objectives and purpose of the policy/proposal</p>	<p>The aims, objectives and purpose of this policy are:</p> <ul style="list-style-type: none"> • To deliver an excellent service to our tenants and service users making the best use of our resources. • Treat everyone fairly and with respect. • Respond to enquiries and complaints within specified time frames • Keep our tenants updated and carry out consultation when major changes to services or policy reviews are planned • Use our tenants’ views to improve the quality of our service.
<p>2. Who is intended to benefit from the policy/proposal? (e.g. applicants, tenants, staff, contractors)</p>	<p>The Co-operative, tenants, service users and any other stakeholders.</p>
<p>3. What outcomes are wanted from this policy/proposal? (e.g. the benefits to customers)</p>	<p>The outcomes wanted from this policy are:</p> <ul style="list-style-type: none"> • To ensure that tenants and service users are aware of our Customer Standards and receive a high-quality service. • To ensure that the relationship built between the Co-operative is based on trust and respect. • To ensure that the Co-operative listens, understands and takes our tenants and service users views and feedback into consideration.

<p>4. Which protected characteristics could be affected by the proposal? (<i>tick all that apply</i>)</p> <p> <input type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input type="checkbox"/> Marriage & Civil Partnership <input type="checkbox"/> Pregnancy/Maternity <input checked="" type="checkbox"/> Race <input type="checkbox"/> Religion or Belief <input type="checkbox"/> Gender <input type="checkbox"/> Gender Reassignment <input type="checkbox"/> Sexual Orientation </p>		
<p>5. If the policy/proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.</p> <p>There are protected characteristics relevant to this policy.</p>		
<p>6. Describe the likely positive or negative impact(s) the policy/proposal could have on the groups identified in part 4.</p>	<p>Positive impact(s)</p>	<p>Negative impact(s)</p>
	<p>The policy has a positive impact on all groups – it makes all tenants and service users aware of the Customer Service Standards they should expect and ensure they receive a high-quality service.</p>	<p>Disability</p> <p>Those tenants who have a disability may require an alternative communication format.</p> <p>Race</p> <p>There may be a language barrier for those tenants whom English not their first language.</p>
<p>7. What actions are required to address the impacts arising from this assessment? (<i>This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts</i>).</p>	<ul style="list-style-type: none"> • This policy can be made available in alternative formats upon request such as braille, large font or an audio format. • An interpreter service is available upon request and correspondence can also be translated. 	

Signed: M. McCarthy

Job Title: Senior Housing Officer

Date the Equality Impact Assessment was carried out: 14/1/25

Please attach the completed document as an appendix to your policy/proposal report