

RAILWAY HOUSING ASSOCIATION

POLICY STATEMENT

CUSTOMER SERVICES

1. Statement of Intent

The Association is committed to delivering high quality services that provide value for money to our customers at all times.

2. Implementation

The Association will:

- Aim to be easy to contact, helpful, responsive and efficient.
- Provide a clean, safe, accessible, comfortable, user friendly office environment providing appropriate levels of information and service
- Provide information on the services and standards that customers can expect to receive.
- Measure our performance against these service standards and publicise the results
- Consult and involve customers in setting and monitoring the standards.
- Treat all customers with courtesy and respect at all times.
- Provide a fair and equal standard of service to all customers and enable customers to access services in a range of ways appropriate to their wishes and any special needs, in accordance with the Association's Equality & Diversity Policy. This may include using an interpretation service or providing information in large print, Braille or on audio tape.
- Ensure that offices and services are accessible to all customers
- Treat all enquiries and information confidentially, in accordance with our Data Protection policy.
- Listen to customer's views and act on suggestions that will improve our services.
- Treat complaints seriously and put things right when they go wrong, in accordance with our complaints policy.
- Consult with tenants on all matters that substantially affect their tenancy or the level of service that is provided.
- Monitor the quality of services and levels of customer satisfaction using techniques such as mystery shopping, surveys and analysis of complaints.
- Ensure that resources are used effectively and provide a service that gives customers value for money.

Railway Housing Association Customer Services Policy continued

- Improve services to take account of current good practice.
- Deliver the same level of service whether enquiries are received by telephone, letter, email or face to face.
- Clearly and honestly explain the reason(s) if unable to help a customer
- Expect customers to treat members of staff and contractors with courtesy and respect.

3. Responsibility

The Directors of Housing Services and Asset Management are responsible for the effective implementation of this policy.

4. Review

This policy will be reviewed biennially, in consultation with tenants.

This policy applies to the beneficiaries of Joseph Hornby Stockdale Almshouses.

April 2010

**This policy can be made available on request in other languages, large type,
Braille or in audio format**