

# Putting the customer first

## Our customer care standards



# Introduction

We have developed these Customer Care Standards for all our customers (and potential customers). These standards describe what you can expect from Hanover when you have any dealings with us.

## Our customer care promise

We will:

- treat you fairly, politely and with respect;
- always be professional, helpful and courteous;
- deal with your enquiries promptly and efficiently;
- be knowledgeable about the services we offer;
- always provide clear, concise and accurate information;
- listen to your views, offer advice and help where we can;
- ensure that our services are accessible to everyone;
- respect your confidentiality and protect your personal information;
- be open and honest and explain our decisions;
- do what we say we are going to do;
- act in accordance with the law and the Association's policies and procedures;
- provide information on request in the best way for you; and
- use a variety of different formats such as audio tape, large print, Braille or another language.



# Our Customer Care Standards

We will deal with your enquiry or correspondence courteously, promptly and efficiently. If we can't answer your query promptly we will contact you to give you the reason for this and let you know when you can expect an answer.

## **In person**

We will:

- ensure a member of our staff is available in our offices during opening hours;
- ensure our office buildings are accessible to all our customers;
- greet our visitors within a maximum of five minutes of arrival;
- respect the privacy of our customers offering private areas for discussion if required;
- listen to you and respond to your needs;
- be welcoming, courteous and helpful at all times; and
- treat our customers' homes with respect when we visit and clearly display proof of our identity.

## **By telephone**

We will:

- try to answer your telephone call within three rings and certainly no more than six rings, tell you who you are speaking to and offer to help with your query;
- attempt to resolve your query at the first point of contact. If this is not possible we will pass your call to someone who can help and ensure that you have the name of that person;
- provide an answer machine service to allow you to leave a message if a member of staff is not available to take your call immediately, and return your call within one working day;
- offer to take a message or arrange to call you back if the person you need to speak to is not available; and
- use voicemail as appropriate for some services, with messages that are as helpful and informative as possible.

## **By writing**

We will:

- make sure you are provided with the details of a named contact who will deal with your enquiry; and
- use language that is easy to read and understand, avoiding the use of jargon.

## **Depending on how you contact us, we will respond as follows:**

### **Email:**

We will respond to your enquiry within three working days of receipt. If the person you have contacted is out of the office you will receive a standard automated response letting you know when the person will be back in the office, or we will provide details of an alternative point of contact.

### **Letter or fax:**

We will respond to your enquiry within three working days of receipt.

### **Text message:**

We will respond to your enquiry within one working day of receipt.

### **Social media:**

We will respond to your enquiry within one working day of receipt.



# What we ask of our customers and service users

- Give us the information we need to assist you when we ask for it.
- Give us your views and suggestions to help us to improve our services to you.
- Keep any appointments you make with us.
- Tell us if any other customers and service users need our help or feel they have not been treated fairly.
- Be polite when speaking to us.
- Treat us fairly and with respect.
- Let us know when we get it right.

## How to comment

We welcome any feedback to help us continually improve our services and performance. Please contact us with any suggestions for improvement. You can contact us in one of the following ways:

**By post:**

**Write to:**

Communications Manager  
Hanover (Scotland) Housing Association Ltd  
95 McDonald Road  
Edinburgh  
EH7 4NS

**By telephone:**

**Call** 0131 557 7426

**By email:**

**Email:** [communications@hsha.org.uk](mailto:communications@hsha.org.uk)

# Our Complaints Policy

We value complaints and use information from them to help us improve our services.

If you feel that we have not met the standards set out in this policy or you are dissatisfied with any service we have provided, please contact us and we will try to resolve the issue informally, as quickly as possible.

If, after following the informal complaints procedure, you are still unhappy with the outcome, we advise you to follow our formal complaints procedure which is available on our website at [www.hsha.org.uk/Pages/Making-a-complaint.aspx](http://www.hsha.org.uk/Pages/Making-a-complaint.aspx) or by contacting our Company Secretary.

**By post:** Company Secretary  
Hanover (Scotland) Housing Association Ltd  
95 McDonald Road  
Edinburgh  
EH74NS

**By e-mail:** [companysecretary@hsha.org.uk](mailto:companysecretary@hsha.org.uk)