



# STATEMENT ON CUSTOMER CARE STANDARDS

<b>Date approved</b>	<b>May 2021</b>
<b>Review frequency</b>	<b>Annually</b>
<b>Date of Next Review</b>	<b>May 2022</b>

Charing Cross Housing Association is committed to providing a customer focused service. Staff are expected to treat customers with courtesy and deal promptly with enquiries.

We are committed to providing the following:-

#### **WHEN YOU VISIT THE OFFICE WE WILL:-**

- Have a member of staff at reception Monday – Friday from 9.00 am to 4.30 pm. We will display notices on any occasion when the office is to be closed.
- Refer you to the appropriate member of staff who will introduce themselves by name and position. We feel that it is important that we pass you on to the most appropriate staff member and we may need to ask you a series of questions to establish the most appropriate member of staff to deal with your enquiry. We thank you in advance for your assistance during this time.
- If the staff member is not available they will be left a message to contact you by the end of the following working day unless you have been told otherwise.
- Provide disabled access.
- Provide a hearing loop on request.
- Provide interview rooms to discuss private matters.
- Arrange an interpreter where necessary.
- Provide relevant information leaflets at our reception area.
- Aim to see you on time if you have an appointment or advise you if there will be a delay and how long for.
- If we find ourselves in a position where we cannot help you we will explain why this is and we will assist you to establish whom you can contact to progress your enquiry. If we have the contact details for whoever it is that you need to contact we will make these available to you.

#### **WHEN YOU TELEPHONE US**

- Telephones will be answered between 9.00 am to 4.30 pm Monday – Friday.

- We will answer the telephone promptly and refer you to the most appropriate member of staff who will introduce themselves by name. We feel that it is important that we pass you on to the most appropriate staff member and we may need to ask you a series of questions to establish the most appropriate member of staff to deal with your enquiry. We thank you in advance for your assistance during this time.
- If the staff member is unavailable they will be left a message to contact you. An e-mail message will be sent to the staff member concerned. Staff members have 24 hours to call although every effort will be made to contact you back on the same working day.
- The staff member will return your call and if you have an answering machine we will leave a message if you are not available. The staff member will e-mail the receptionist back confirming the time that the call was made and what message was left.
- If the office is closed, a telephone answering machine will be in use, and you can leave messages.
- We will return your telephone call and answer-phone messages by the end of the following working day. If we have been unable to contact you we will write to let you know.

#### **WHEN YOU WRITE TO US - BY LETTER OR E-MAIL**

- A full reply will be sent within **five** working days. If we cannot give a full reply within that time you will receive a letter indicating when a full response will be sent.
- Ensure your correspondence is passed to the most appropriate member of staff for action.

#### **WHEN WE VISIT YOU**

- Staff will wear ID badges to identify themselves.
- If we make an appointment we will aim to visit you on time. If a staff member is going to be delayed we will let you know (if you are contactable).

#### **PROVIDING INFORMATION**

We will provide the following information (including on our website):-

- Tenants Handbook to tenants when they sign up.
- Newsletters to tenants twice a year.

- Factoring information to owners when we offer a factoring service.
- Newsletters to owners once a year.
- Annual Report to tenants and members.

### **IMPROVING OUR SERVICE**

If you have any comments about our service or suggestions on how we can improve, please let us know. We have a comments/suggestion box at reception and we would welcome your feedback.

If you have a complaint about our service, our complaints leaflet is available at reception.

### **WE CAN BE CONTACTED AT:**

Charing Cross Housing Association Ltd  
31 Ashley Street  
GLASGOW  
G3 6DR

Tel: 0141-333-0404

E-mail: [cxha@cxha.org.uk](mailto:cxha@cxha.org.uk)

Website: [www.cxha.org.uk](http://www.cxha.org.uk)