

# Customer Offer

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## What is our Customer Offer?

Our Customer Offer is our service commitment to our customers. It confirms how services will be delivered to you and outlines the standard of service you can expect from Rosebery Housing Association.

### We will:

- Put the customer first
- Aim to deliver high quality value for money services
- Keep customers informed and make sure we do what we say
- Listen to our customers and act on feedback to improve the services we provide

### We want to make sure that we keep to our service standards

- We will treat everyone fairly, politely and with respect
- We will offer a range of ways in which you can contact us and access the services that you need
- We will offer you interpretation and translation services if English is not your first language
- We will supply our information in different languages, Braille, large print or other formats upon request
- We will adhere to our confidentiality and data protection policies
- We will analyse any learning from complaints and comments
- We will annually review the performance indicators we report and the targets we set so they remain relevant, challenging but achievable

## **Accountability**

To enable our customers to hold us to account and be clear about our responsibilities we will:

- Provide choices, information and communications appropriate to your diverse needs
- Ensure that no individual in the community is discriminated against on grounds of race, gender, nationality ethnic origin, sexual orientation, religion or belief, disability or age
- Ensure our customer experience officers will be your first point of contact for all your enquiries and will aim to answer all calls within one minute (at peak times this may be longer)
- Answer telephone calls with our name so you know who you are speaking to
- Ensure that if you call to speak to your Neighbourhood/Income Officer and they are not available, they will call you back as soon as possible but certainly within two working days. If they are unavailable for longer, someone else will return your call on their behalf
- Reply to letters and emails within five working days
- Ensure our website provides full details of our services
- Accept comments, compliments or complaints in any format. This includes those made in person, in writing, by email or over the telephone
- Set out clear standards for responding to complaints and inform you how we use complaints to improve services.

## **Resident Involvement**

We will actively engage our residents to get involved in the work we do. To achieve this we will:

- Offer a range of opportunities to enable residents to provide feedback and influence decisions made on the services received
- Carry out customer satisfaction surveys and use responses to monitor and improve services and performance
- Explore new and innovative ways to attract a wide and diverse range of residents to provide feedback on our services
- Recruit and train residents to scrutinise our services
- Make the best use of digital information and social media
- Carry out regular mystery shopping exercises using our panel of trained residents

## **Better Homes**

In order to provide you with a good quality, well maintained and affordable home we will:

- Develop and provide services that will support you to maintain your tenancy
- Provide a cost effective repairs and maintenance service to homes and communal areas
- Get repairs and improvements right first time
- Ensure your new home meets our agreed standards before it is let to you

## **When we visit you**

We will work with you to help create thriving and sustainable communities. To achieve this we will:

- Let you know when we are going to be in your neighbourhood or at your scheme so you can talk to us face to face
- Make appointments to visit you
- Only call without an appointment if there is an urgent issue, or if you have not responded to letter or calls
- We will let you know if we are going to be late, or if we need to cancel
- Leave a card with our details on if you are not at home
- Ensure all contractors and staff show identification (ID) cards
- Promote social, environmental, and economic well-being in the areas where you live
- Inspect all of our estates at least once per month and carry out regular cleaning and ground(s) maintenance to our communal areas, to ensure our standards are maintained

## **When you visit us**

Our offices are welcoming and accessible with private interview facilities, but we aim to deal with any issues you have via our digital communications channels, to make life easier for you. However, if you do need to visit us, we will:

- Ensure that you are met by a member of our customer experience team
- Greet you within five minutes, wear our name badge, be polite and respectful

## **Rent & Payments**

We will make it easy for you to understand your rent and service charges and how to pay them. We will provide support if you are having difficulty paying your rent and are willing to work with us to resolve the issue. To do this we will:

- Clearly set out how much you are expected to pay and when payments are due
- Enable you to pay your rent by Direct Debit with a range of flexible payment dates. Should you be unable to pay by Direct Debit we will offer you a range of other payment methods
- Send you an annual schedule of your rent or service charges with a breakdown of charges, plus a quarterly rent or service charge statement
- Provide you with access to My Rosebery, our online portal, so that you can check your account at anytime
- Contact you if you are in rent arrears and assist you with any problems paying your rent and/or service charges and signpost you to any help you need

More details about our customer service standards can be found in our tenancy handbook. Please [click here](#) to read it