

## **CUSTOMER CARE PLAN**

Grampian Housing Association launched its Customer Care Plan in 1999. Following an internal audit and the development of our strategy for communicating with customers the Plan has been revised and is published below for your information.

Grampian Housing Association is committed to improving the levels of service delivery to all its customers. This plan has been compiled in an effort to inform customers of the service they can expect from the Association.

- ***Callers to the office***  
We will attend to every caller within 10 minutes of calling to the office or arrange a mutually convenient appointment.
- ***Telephone Calls***  
We will answer all telephone calls promptly or arrange for a message to be taken. All staff will be civil and polite to any member of the public. Staff will give their name and job title when asked.
- ***Correspondence***  
We will respond to every letter / e-mail within 10 working days or send an acknowledgement if a full answer cannot be given.
- ***Rent***  
We will advise tenants promptly of any arrears of rent and will offer advice and assistance to agree a repayment agreement should tenants fall into rent arrears. We will keep tenants advised of every stage of the legal process should it be necessary to take action to repossess the property.
- ***Repairs***  
We aim to provide a responsive repairs service. Repairs are categorised into three groups:  
  
*Emergency* – will be attended to and made safe within 8 hours. Examples of emergency repairs are loss of heating and leaks.  
  
*Urgent* – will be carried out within 3 working days. Examples of urgent repairs are broken windows and blocked pipes.  
  
*Routine* – will be carried out within 15 working days. Examples of routine repairs are replacement door handles and internal doors.  
  
We will send a copy of the works order to tenants for every repair reported and will investigate any unsatisfactory delays or standards of work reported by tenants.  
  
**Please send back the questionnaire even if you are happy with the service!**
- ***Capital Improvements***  
We will consult with tenants as early as possible on any major work that is likely to affect their home.
- ***Gardens***  
We will inspect all tenants' gardens once a year to ensure standards are maintained.

- ***Customer participation***

We will respond positively to any requests for increased involvement from individuals or groups of tenants and will offer advice and assistance in establishing and running tenants' associations.

- ***Confidentiality***

We will respect all customers' rights to confidentiality.

The Association would welcome any comments from customers on areas that can be improved.