



Putting People 1st

Customer Care Charter

November 2019

This document can be produced in various formats, for instance, in larger print or audio-format; and it can also be translated into other languages, as appropriate.

Our equality and diversity policy statement describes our key equality commitments that we use to develop all organisational services; this includes employment services and services to tenants and other customers.

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The Scottish Housing Regulator Reg. No: HAC231; Registered Scottish Charity No: SC038237;
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Introduction

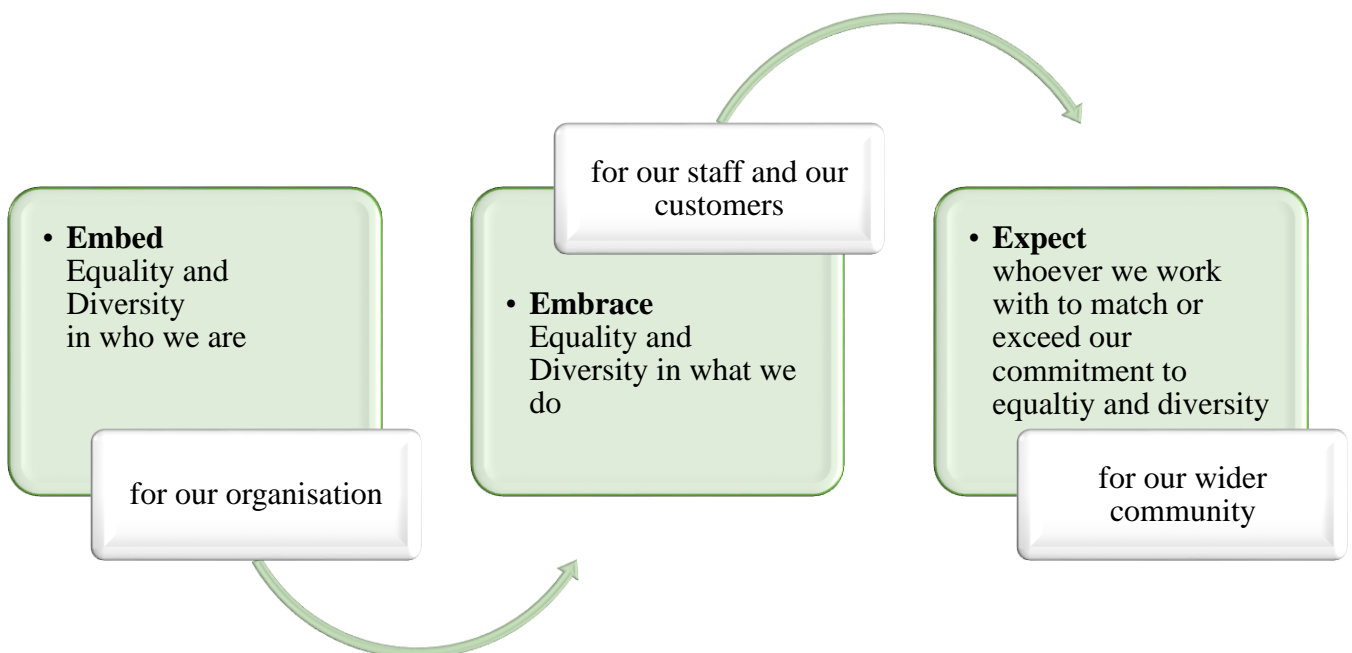
Pineview Housing Association is committed to delivering a first rate customer care experience and we promote clear values throughout our organisation. We conduct our affairs with honesty and integrity and we want you, our customers, to feel satisfaction with the quality of your home, the neighbourhood you live in and the service you receive from us.

The Association's Management Committee, Customer and Resident Forum, Tenants and staff have all been consulted and contributed to the content contained within this booklet.

Equality and Diversity

The Association's Equal Opportunity and Diversity policy outlines our commitment to promote a zero tolerance approach to unfair treatment or discrimination to any person or group of persons, particularly on the basis of any of the protected characteristics.

This includes ensuring that everyone has equal access to information and services and, to this end, the Association will make available a copy of this document in a range of alternative formats as appropriate.



Mission, Values, Behaviours and Objectives

Mission Statement

Pineview Housing Association aims to provide quality affordable homes, and deliver excellent service through listening and engaging with our customers.

Values

The following values and behaviours are fundamental to everything we do:

In everything we do, we will be;

- Honest and transparent**
- Fair and adaptable**
- Polite and approachable**
- Positive and considerate**
- Knowledgeable and listening**

Objectives

1. To provide good quality affordable housing for rent and home ownership and maintain quality through appropriate long term investment.
2. To assist tenants and where appropriate owners and sharing owners to sustain their tenancies/ownership through the provision of adaptations, advice and support, housing options service and any other initiatives which the Association can reasonably enter into.
3. To provide efficient, responsive and cost effective housing services for customers.
4. To ensure that the work of the Association is supported by effective governance, financial and administration systems and that staff and Committee are accountable for the work of the Association.
5. To ensure that the Association is an employer of choice.
6. To consolidate our business within our existing neighbourhoods and take advantage of development opportunities should they be financially viable and appropriate to undertake.
7. To support wider role activities that help to support the investment and regeneration that has already taken place and which introduce measures to help sustain our business and develop our community.

Scottish Social Housing Charter

The Scottish Social Housing Charter (SSHC) sets out the standards and outcomes that are expected from landlords under the following categories:

- Customer/Landlord Relationship**
- Access to Housing and Support**
- Housing Quality and Maintenance**
- Getting Good Value from Rents and Service Charges**
- Neighbourhood and Community**

We report annually on how we have performed against the SSHC standards and outcomes and issue a printed report to all our tenants. You can download a copy of our report from our website www.pineview.org.uk or contact our office to request a printed version. For more information about the standards and outcomes, or to compare our performance with other landlords visit www.scottishhousingregulator.gov.uk.



Pineview Customer Care Charter

The key principals throughout our Customer Care Charter are to:

- Communicate and provide information in ways that meet individual needs**
- Manage enquiries, requests, and concerns promptly**
- Provide accurate, relevant and up to date information and advice**
- Maintain confidentiality at all times**

The following details how we will implement our Customer Care Charter when delivering our services to you:

1. Customer/Landlord relationship

Equality ~ We Will...

- Treat everyone as an individual, with dignity and respect.
- Promote equal access to our full range of services.
- Provide translation and interpretation services via the Happy to Translate service, and where requested provide documents in other formats such as large print, Braille or audio tape.
- Provide a “Loop Hearing System” within the office and during home visits, where requested.
- Publish, monitor and review our Equality and Diversity Policy and Action Plan.

Communication ~ We Will...

- Provide a wide range of methods to allow you to communication with us.
- Provide accurate, relevant and up to date information and advice.
- Advise you of how we are performing and provide feedback on our policies and services by issuing:
 - Resident information leaflets
 - Quarterly newsletters and an annual report
- Keep any personal information secure and in accordance with data protection legislation.
- Operate a complaints procedure in line with the Scottish Public Service Ombudsman model policy.

Participation ~ We Will...

- Encourage all residents to be members.
- Provide a range of opportunities at different levels for customers to become involved:
 - AGM
 - Committee
 - Customer and Resident Forum
 - Focus Groups
 - Consultation Register
- Consult with residents on a range of issues relevant to the management of their home and tenancy.
- Promote involvement in community initiatives.
- Carry out customer satisfaction surveys on the services we provide to residents.
- Publish, monitor and review our Tenant Participation Strategy.



In return we ask that you...

- Treat our staff with courtesy, respect and dignity.
- Tell us about any help you may need to access our services.
- Contact us if you need help to understand any information we send you.
- Give us your views and suggestions to help us improve our services.

2. Housing Quality & Maintenance

Quality of Housing ~ We Will...

- Carry out regular stock condition surveys to ensure the Association's properties continue to meet the Scottish Housing Quality Standards (SHQS).
- Have a planned maintenance programme in place to ensure properties meet/exceed the SHQS and Energy Efficiency Standards in Social Housing (EESH).
- Look for cost-effective ways of achieving higher standards.
- Ensure that when allocating properties they meet our published letting standards.

Repairs, maintenance and improvements ~ We Will...

- Advise if the repair you have requested is a qualifying repair under the Right To Repair scheme and provide further information on your rights.
- Advise if any repairs you have requested are rechargeable, and give an estimate of the cost prior to seeking your consent for the work to be carried out.
- Allow you to identify a suitable time for the repair to be carried out, either morning or afternoon.
- Issue a repairs receipt with the contractor's details and a date/time when the work is expected to be completed by.
- Provide an out-of-hours service for emergency repairs.
- Not unreasonably refuse any request from residents for them to carry out alterations or improvements.
- Operate a right to compensation scheme for qualifying improvement works.
- Engage professional, competent maintenance contractors who adhere to our contractor's Code of Conduct to carry out your repair. Our contractors will:
 - Confirm their identity before entering your home
 - Comply with health and safety legislation and relevant codes of practice
 - Respect your home and culture
 - Be polite and helpful
 - Identify if you are satisfied with the quality of repair before they leave your property

In return we ask that you...

- Cooperate with us in arranging a suitable time for staff and/or external contractors to access your property.
- Keep any appointments that you have with us or let us know in advance if you need to reschedule.
- Report any repairs or maintenance issues as soon as you become aware of them.
- Carry out any internal decoration/minor repairs that are your responsibility.
- Ask our permission before making any alterations or improvements to your home.
- Let us know what you think about our repairs and maintenance service following any work being carried out.



3. Neighbourhood & Community

Estate Management ~ We Will...

- Help maintain estates and communal areas by doing the following:
 - Litter pick all common areas, including back courts, shrub bed areas of landscaping, close entrances and bin lanes.
 - Remove bulk from back courts for cleansing department to uplift, where appropriate.
 - Clean all common closes and all communal windows/glass/tiles.
 - Clean out all bin stores and access paths as required.
 - Carry out small joinery works and building & labouring works such as repairs to fencing, slabs, paths & graffiti removal as required.

Anti-Social Behaviour ~ We Will...

- Have a zero tolerance to anti-social behaviour and will take action against any tenant who has been found guilty of anti-social offences.

Neighbour Nuisance ~ We Will...

- Have robust complaints handling policy and procedures and ensure all neighbour nuisance and disputes are acted on and resolved quickly, in line with policy.

Tenancy Disputes ~ We Will...

- Ensure all tenancy disputes are dealt with quickly and action taken against any tenant who is in breach of their tenancy conditions.



In return we ask that you...

- Take pride in your area and pick up your litter and dog fouling at all times.
- Maintain your garden and area around your home to a clean and tidy standard.
- Report any common area repairs, e.g. common close/back court/fencing/parking bays.
- Be considerate and reasonable towards your neighbours and make sure family and visitors do the same.
- Tell us if you have any concerns about the estate management service or anti-social behaviour service.
- Report issues like fly tipping, dog fouling, graffiti to Glasgow City Council Environmental Task Force 0300 343 7027
- Call the Police where appropriate and keep us up to date with what is happening

4. Access to Housing and Support

Housing Options ~ We Will...

- Actively support and work with Housing Option partners to help applicants access homes and to help sustain tenancies.

Access to Social Housing ~ We Will...

- Accept applications for housing and advise applicants of other opportunities for housing that exists, to maximise their ability to be housed or re-housed as required.
- Accept and consider all Mutual Exchange applications received.
- Accept and consider any Transfer Application from our existing tenants.
- Accept Section 5 Homeless cases referred to us and will allocate properties to them, if we can identify suitable accommodation within the time constraints.

Tenancy Sustainment ~ We Will...

- Offer advice and signposting to vulnerable tenants and those who are at risk of losing their tenancy and provide assistance to sustain their tenancies.
- Provide advice and signposting for tenants who are elderly or disabled and may need their home adapted to cope with age, disability or caring responsibilities.
- Refer tenants to external agencies for specialist support and assistance if tenants require it.

In return we ask that you...

- Talk to us to identify your rehousing options.
- Complete your application form as fully as possible.
- Keep us informed of any changes to your circumstances.
- Act on advice and signposting to services and other organisations that can assist you to sustain your tenancy.



5. Getting Good Value from Rents and Service Charges

Value for Money ~ We Will...

- Ensure that our rents are affordable and value for money by benchmarking our charges against those of other Registered Social Landlords within our peer group.
- Consider affordability each year when setting new rents and any increases will be assessed to ensure we meet the costs of the repairs, planned maintenance and services which we provide.

Rents & Service Charges ~ We Will...

- Review our rent and services charges each year and consult with our tenants before implementing any changes.
- Inform tenants of the outcome of the consultation on rent and service charges.
- Ensure that details of any increase or decrease in rents and service charges are sent to tenants at least 28 days before they come into effect.
- Review the service charges with the actual costs of the services and make any adjustment up or down, depending on the outcome of the review.
- Pre-allocate any properties we can before they become void to ensure minimal loss rent.
- Manage arrears properly and effectively and ensure we continue to set challenging targets for rent collection.
- Ensure we provide a wide ranging choice of methods for paying rents and take advantage of new technology to enable access to rent payment channels 24/7.
- Provide and signpost access to welfare rights advice.

In return we ask that you...

- Pay your rent in advance on or before the 28th of the month - for example, the rent for June is due to be paid on or before the 28th May.
- Let us know immediately if you have any difficulty paying your rent.
- Keep your receipts for rent payments and check them when you receive a rent statement. Let us know if you think something is wrong.



Performance Targets and Reporting

We review our performance continuously, focusing on improving our service and customer care standards. Our committee and staff review our performance regularly with in-depth reviews done quarterly. This ensures we are monitoring our performance against our Internal Management Business Plan (IMBP) which sets out our aims, objectives and targets for the year. Within the IMBP we set ourselves challenging targets to improve year on year by looking at past performance as well as comparing ourselves to other organisations.

We use a range of methods to report back to customers on our performance throughout the year:

- Website News
- Information Leaflets
- Quarterly Newsletters
- Annual Report



Getting Involved with Your Association

There are a number of ways for you to get involved in the work of the Association, the four main ways being:

- Joining the Management Committee (monthly meeting excluding July and December).
- Joining the Customer and Resident Forum (meetings normally the first Wednesday of each month).
- Adding your details to our Consultation Register.
- Contacting us at the office when you want to know more.

We are always looking for ways to have more resident and customer involvement, if you have any suggestions for getting involved or for improving our services please contact Isobel at our office to let us know.

We need your input to help us make sure our services meet the needs of our residents and customers. We can't always do everything that everyone wants but we need to know what you want so we can try to meet your expectations or at least be able to explain to you why we cannot.

Data Protection

Pineview Housing Association Limited is a controller of personal information for the purposes of the General Data Protection Regulation (GDPR) and Data Protection Act 2018 which means that we are legally responsible for how we hold and use personal information about you. It also means that we are required to comply with data protection laws when holding and using your personal information.

Details of how we use your information, how we maintain the security of your information, and your rights to access information we hold on you, can be found on our website <https://pineview.org.uk/data-protection>. The documents outline what to expect when Pineview processes your personal information.

Customer Complaints

We recognise that service complaints represent an important source of customer feedback that we will use to improve levels of customer service.

If something goes wrong or you are dissatisfied with our services, please tell us so we can learn from it. You can submit your complaint online at www.pineview.org.uk/compliments-complaints. Alternatively, please contact the office on 0141 944 3891 or mail@pineview.org.uk.



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Monday - Thursday
9:00am-5:00pm
Friday
9:00am-4:00pm



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