

Customer Service Policy

1. Summary

- 1.1. The Tenant Involvement and Empowerment Standard of the regulatory framework (April 2016) requires Registered Providers (RPs) to provide tenants with accessible, timely and relevant information about:
 - 1.1.1. How they can access services
 - 1.1.2. The standards of housing services they can expect
 - 1.1.3. How they are performing against those standards
 - 1.1.4. Service choices available, including any additional costs
 - 1.1.5. How they can communicate and provide feedback
- 1.2. This policy sets out our commitment to meeting these requirements and providing great customer service.
- 1.3. The policy also covers our obligations under GDPR with regards to customer data management.
- 1.4. For the purposes of this policy the term 'customer' includes our tenants, stakeholders and other members of the community who contact us.

2. Objectives

- 2.1. The key objectives of this policy are to let our tenants know:
 - 2.1.1. How they can access our services
 - 2.1.2. What standard of service they can expect
 - 2.1.3. That we aim to provide high quality services and how we will ensure these are delivered
 - 2.1.4. What they can expect from us in terms of how and when we will communicate with them
 - 2.1.5. How we will comply with GDPR

3. Details

- 3.1. We will always acknowledge contact with us even if we're not able to provide an answer or a solution immediately.

- 3.2. We will explain what needs to be done before we can provide that answer or solution.
- 3.3. If we're not able to help, we will do our best to direct the query to the right person or organisation that can.
- 3.4. We will offer customers a variety of different ways to contact us and access our services including text messages, emails, telephone and face to face meetings
- 3.5. Our normal telephone operating hours are 7:30 am – 4:30pm Monday to Friday. The office is not open to the public, although meetings can be arranged with tenants by prior appointment. Where possible we will provide some services 24 hours a day.
- 3.6. When our customers contact us, we will:
 - 3.6.1. Be friendly, courteous and professional.
 - 3.6.2. Listen to what is being said and understand what the caller needs from us.
 - 3.6.3. Be clear about what we can do and advise of what will happen next.
 - 3.6.4. Agree a timescale for our response and keep all customers informed of our progress.
 - 3.6.5. Give our name and number so the customer know who they have spoken to and make sure they know who to contact if we're not able to resolve things straight away.
- 3.7. We will ensure that we comply with GDPR in how we manage data. This means:
 - 3.7.1. We will only hold the personal data that we need to hold
 - 3.7.2. We will hold and process personal data that enables us to deliver a service to you
 - 3.7.3. If we need to hold or process other personal data we will ask you to opt in. For example, we will ask you if you are happy for us to email your details to our contractors so that they can carry out a repair at your home each time we raise a repair. We will tell you the name of

the contractor who will be calling to carry out the repair. If you do not give us consent we will use paper documents or the contractor's portal.

- 3.7.4. Our tenancy agreement contains a privacy notice which will detail the information we hold because we have legitimate interests to do so
- 3.7.5. If a tenant joined SHAL before 28 May 2018 we will write to them with the privacy notice
- 3.7.6. We will text every tenant every year to renew the consent to processing data
- 3.7.7. Tenants can withdraw consent for any data holding or processing that is not a legitimate business activity
- 3.7.8. We will delete personal data we hold after 6 years when the tenancy has ended
- 3.7.9. We have a separate policy on Data Access Requests
- 3.8. When we visit our customers we will:
 - 3.8.1. Agree a time that is convenient.
 - 3.8.2. Make an appointment and stick to it and let them know if we are running late or need to change the appointment.
 - 3.8.3. Show identification and give our name so the tenant knows who we are.

4. Outcomes

- 4.1. Levels of customer satisfaction with our services will increase, along with the number of compliments received.
- 4.2. The number of complaints will reduce.
- 4.3. We will actively encourage customers to provide feedback.
- 4.4. We will minimize time, money and resources used to correct our mistakes.

5. Consultation

- 5.1. A draft copy of this policy will be available on our website to allow members of the public an opportunity to comment on its contents prior to being submitted for approval by SHAL's board.

- 5.2. All tenants will be contacted by text to let them know of its availability online and also a draft copy will also be made available on request.
- 5.3. SHAL's tenant scrutiny panel will also be invited to review the policy and suggest any comments and amendments prior to the policy being approved by the board.

6. Equality and Diversity

- 6.1. We treat all customers fairly and equally. We will not, under any circumstances, discriminate anyone because of:
 - 6.1.1. Age
 - 6.1.2. Being or becoming a transsexual person
 - 6.1.3. Being married or in a civil partnership
 - 6.1.4. Being pregnant or on maternity leave
 - 6.1.5. Disability
 - 6.1.6. Race including colour, nationality, ethnic or national origin
 - 6.1.7. Religion, belief or lack of religion/belief
 - 6.1.8. Sex
 - 6.1.9. Sexual orientation
- 6.2. We will understand the different needs of our customers and we will ensure our services are accessible to everyone.

7. Value for Money

- 7.1. Value for money means delivering our purpose as efficiently, economically and effectively as possible. Our purpose is to provide safe, warm, affordable homes to a decent standard for people who are homeless or in housing need.
- 7.2. We will use feedback to improve our services and provide great customer service. We will aim to deliver services right first time and increase levels of customer satisfaction. This will minimize time, money and resources used to correct our mistakes.

8. Owner

8.1. Housing Manager

9. Versions and Revisions

9.1. This policy will be reviewed every 2 year(s)

9.2. Revisions

New version	Date	Revision details
2.0	07/06/2023	Paragraph 3.5 amended to reflect current telephone line operating times.