

# Customer care charter

We can provide this document in different formats, for example, in large print or Braille, or as an audio version. We may also be able to provide it in other languages.



## Introduction

We own and manage a large number of properties throughout Inverclyde and provide a property-management service for our customers.

When we are developing and providing services, we always put the needs of our customers first.

As part of this commitment, we promote equal opportunities in relation to services and employment.

The Scottish Social Housing Charter (November 2022) Outcome 1 states the following.

‘Social landlords perform all aspects of their housing services so that:

- they support the right to adequate housing
- every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services. This outcome describes what social landlords, by meeting their statutory duties on equalities should achieve for all tenants and other customers regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. This includes the need to eliminate discrimination and advance equality of opportunity. It includes landlords’ responsibility for finding ways of understanding the rights and needs of different customers, for example victims/survivors of domestic abuse and delivering services that recognise and meet these. This may include making adjustments’

## Our service standards

Our service standards explain what you can expect when you use our services.

Our service standards are clear, easily understood and easy to use. To meet the service standards we must:

- communicate with you effectively;
- make reasonable adjustments to make sure our services reflect the needs of disabled people and those whose preferred language is not English;
- use a range of non-digital and digital communications in accessible formats that meet individual needs;
- make it easy for tenants and other customers to make complaints and provide feedback on services;
- listen to your views and feedback to improve services and performance;
- let you know what we have done in response to complaints and feedback;
- Apologise when things go wrong; and
- treat everyone with respect.

## What standards can you expect?

### **If you phone us during office hours we will:**

- answer your call within 20 seconds;
- give the name of the person you are speaking to; transfer your call to the relevant staff member or their voicemail; and
- call you back, if you have asked us to, by the next working day.

### **If you write to us or email us we will:**

- respond to you within five working days; or

- if we cannot provide a full response at that time, tell you when you can expect to receive one.

**If you contact us through social media or on-line we will:**

- respond to your enquiry within five working days;
- respond to on-line chat messages by the next working day; or
- if we cannot provide a full response at that time, tell you when you can expect to receive one.

**If you contact us when our office is closed we will:**

- provide a voicemail facility
- provide a direct method of reporting an emergency repair
- respond to voicemail messages by the next working day

We monitor our performance against these standards and reports appear in our regular newsletters issued to tenants and available on our website

**In all our communications we will:**

- use language that is easy to understand; and
- sign with our name and job title.

**If you visit us we will:**

- do what we can to make sure you can get into our offices;
- treat you with respect and provide a high-quality service;
- see you within five minutes of your pre-arranged appointment time or, if you do not have an appointment, tell you approximately how long you will have to wait to speak to a member of staff;
- see you in a private room to keep the matter confidential;

- wear ID badges and give you our name and job title;
- arrange an interpretation service, whenever this is possible, if English is not your first language; and

**If we visit your home we will:**

- introduce ourselves and show our ID badges;
- arrive within 10 minutes of the appointment time or phone you if the appointment will be delayed or needs to be cancelled;
- treat you and your home with respect; and
- if you are not at home, leave a calling card telling you how to rearrange your appointment.

**If we visit your home we expect you to:**

- be polite and non-threatening;
- treat us with respect;
- meet our reasonable requests;
- not smoke; and
- understand that we may not be able to help, as some matters may be beyond our control.

**Behavioural Code - Oak Tree HA**

All of Oak Tree Housing Association's Staff, Committee and Agents will adhere to the following behavioural principles at all times when representing the Association.

- Be polite, friendly, courteous and welcoming
- Treat all customers with respect and dignity
- Always show identification when out of the Association's office on business

- All staff members will wear a name badge and will introduce themselves by name and position in the Association.
- Always ensure confidentiality and privacy
- Adhere to the organisation's equalities policy
- Be sensitive, patient and understanding when dealing with customers
- Never use foul or abusive language

### **Behavioural Code - Customers**

We think it is reasonable for our customers to:

- Be polite, courteous, non-abusive and non-threatening at all times
- Treat our staff with respect and dignity
- Comply with all reasonable requests made by our staff
- Refrain from smoking when staff carry out home visits.
- Understand that sometimes we just simply cannot help you. Where this is the case, we will make every effort to help you source the agency (ies) who can help.
- Understand that in the event of unacceptable behaviour towards our staff, service levels may be reduced to the person concerned.

### **Extra service standards for tenants**

We have extra service standards for things such as:

- handling complaints;
- offering tenancies;
- managing our properties;
- repairs and maintenance; and
- factoring.

You can request copies of these service standards from us or view them on our website.

### **Confidentiality**

We will treat all information provided to us in accordance with the UK General Data Protection Regulation (GDPR) and documented in our Privacy Policy

### **Customer involvement**

Your views are important to us and we want you to tell us what you think about our services. We must consult our customers on important policies and matters which affect them. We will carry out these consultations in a number of ways, including through newsletters, on-line and paper surveys, focus groups, text messages, consultation cafes, and social media.

We use feedback from our customers to improve our services and influence our policies. The results of any consultation will be published in our newsletters, on our website and on social media.

### **Compliments and complaints**

We take your feedback seriously and aim to provide the best possible service at all times. However, we understand that sometimes a service is not as good as you expect it to be. It is important that you let us know if this has happened as we can use your comments to improve the service you and others receive. We welcome your feedback about all aspects of our services and performance.

**You can make a compliment or complaint in the following ways.**

**By writing to or visiting our office**

Oak Tree Housing Association Ltd  
40 West Stewart Street  
Greenock  
PA15 1SH

**By phone:** 01475 807000

**By email:** [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk)

**Through our website or Web Portal:**

[www.oaktreeha.org.uk](http://www.oaktreeha.org.uk)

**Through our social media accounts**

**Facebook page or X (Twitter)**

@Oaktreeha

We can provide this charter in large print, on tape or in a different language or format.

We will review this charter in 2027

40 West Stewart Street

Greenock

PA15 1SH

Enquiries: 01475 807000

Repairs: 01475 807001

Email: [info@oaktreeha.org.uk](mailto:info@oaktreeha.org.uk)

