



# Tenants First

HOUSING CO-OPERATIVE

## Tenants First Housing Co-operative Customer Charter

Tenants First Housing Co-operative is committed to providing customer services of the highest quality which meet the needs of our members and other customers. We have produced this charter to show what these standards are.

### Our Customer Service Standards

#### General

1. We will deal with customers promptly, with courtesy and respect
2. We will deliver services in a friendly, fair and professional manner
3. We will ensure that all our staff are trained to provide a high quality service to all customers
4. We will keep all personal information we hold about our customers securely and strictly control access to it
5. We will investigate fully all complaints we receive
6. We will monitor satisfaction and seek the views of customers in order to improve our services
7. We will take steps to remove any barriers to customers being able to access our services
8. We will ensure contractors delivering services on behalf of the Co-operative meet the standards in our Customer Charter and the Contractor Code of Conduct

#### Our Offices

1. We will make every effort to ensure our office opening hours are convenient for our customers and displayed in reception areas, on our website and in our newsletter
2. We will give notice of any changes to our opening hours
3. We will take all reasonable steps to make sure our offices are accessible to all our customers and will make alternative arrangements when required
4. Reception areas will be staffed at all times during opening hours and will be clean, tidy and welcoming.

#### When You Contact Us

1. We will provide a full response to letters and emails promptly and within target times where these apply
2. If we cannot respond within target times we will send a holding reply, which will give reasons and advise when a full response will be given
3. When we communicate with you we will use language which is clear and easy to understand
4. We will only use an automated response to calls when our receptionist is dealing with another customer or when the office is closed
5. We will always obtain a contact name and telephone number when forwarding messages.
6. We will only use voice mail when staff are unavailable to deal with telephone calls
7. We will respond to messages to answer phones and voice mail at the earliest possible opportunity
8. We will make every effort to ensure that customers calling at our offices without an appointment are able to see an appropriate member of staff as quickly as possible

### **When We Visit You At Home**

1. We will make appointments for home visits at the convenience of customers wherever possible.
2. If we are unable to keep an appointment we will contact you as quickly as possible
3. We will ensure that all staff have identification which they will present to you
4. We will leave a calling card with contact details when a home visit is made and you are not at home
5. We will not record confidential information on calling cards

*We are committed to ensuring that all of our staff and representatives are able to carry out their work in a safe and civil environment.*

*Thank you for your co-operation.*