



Paisley HA Customer Care Standards

We are committed to providing the highest standard of service to all our customers and are dedicated to continuous improvement to ensure added value and satisfaction.

The following standards will be met when dealing with our customers and have been developed in accordance with our Customer Care Policy.

Our response times will exclude times that are set within other procedures such as response times for repairs, allocations, arrears, complaints, FOI requests, etc.

Respect & Dignity

We will:

- Treat all tenants and service users with respect, fairness and without discrimination
- Respect customers' rights to privacy and confidentiality
- Ensure our communications are inclusive and accessible

Responsiveness

We will:

- Be professional, honest, courteous and efficient in all we do
- Provide a prompt and efficient repairs and maintenance service, setting performance targets to ensure work is completed on time
- Acknowledge and respond to enquiries and complaints within set timescales. We will tell you what the timescales for your enquiry are when you contact us
- Provide clear updates and resolutions
- Ensure that there is always an appropriate member of staff available to deal with enquiries

Paisley Housing Association. 2 Lawn Street, Paisley PA1 1HA.
Scottish Charity NO SC035589.

Co-operative and Communities Benefit Societies Act 2014, Reg No. 2171.
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Transparency & Communication

We will;

- Offer clear, jargon free information about our services and responsibilities to you, as well as your rights and responsibilities as our tenant
- Keep our website up to date with our policies, performance and service information
- Keep our tenants informed about our performance and any changes to our services

Accountability

We will;

- Provide easy to use mechanisms for feedback and complaints
- Report annually on our performance
- Regularly seek feedback on the range and quality of services we provide

Tenant Involvement

We will;

- Encourage and support tenant participation in our decision making
- Offer our tenants opportunities to be involved in designing our services and policies

Equality & Accessibility

We will;

- Comply with the Equality Act 2010
- Provide services that are accessible to people with disabilities, language needs or other barriers

Continuous Improvement

We will;

- Listen to customers comments, suggestions, and complaints, which will allow us to continuously improve the way in which we deliver our services
- Ensure our staff are trained to deliver our housing services and excellent customer service

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Our Timescales for Responding to Enquiries

Contact from Customer	Acknowledgement Response time From date of contact	Max Response Time – Standard Queries From date of contact	Max response time -Complex case or further information required
In person at our office	Immediately, in person staff member from relevant dept	5 working days	10 working days
Phone/voicemail message	Same day (if received before 3pm or by next working day before 12pm)	5 working days	10 working days
Query re Facebook	Same day (if working day or next working day)	5 working days	10 working days
Email/Letter	1 working day	5 working days	10 working days
Query via website	1 working day	5 working days	10 working days
Request for a Home Visit from a tenant	Arrange visit within 1 working day	Carry out visit within 3 working days	N/A

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