



CUSTOMER CHARTER

We will:

- Use plain English in our communication so that it is clear, easy to understand and provided in an accessible format
- Ensure that we keep you updated where we can't resolve a problem immediately, giving you regular feedback
- Listen to what you have to say, treat you as an individual and with respect
- Do what we say we will do and let you know if we have to change our commitment
- Treat everyone equally and will not unfairly discriminate for any reason
- Provide a variety of opportunities for you to engage with us and give us feedback on how we are performing and on the services we provide

As our customers, we will ask you to:

- Comply with the terms of your tenancy agreement including paying your rent on time
- Be polite to our staff and treat them with respect
- Let us know when you are not happy with our service, so that we can try to put things right and improve our service
- Provide us with the information we ask for and respond to requests to contact us so that we can do our best to help you
- Give access to our tradesmen and staff when you have said you are available

We have set out overleaf our service standards, as agreed with tenants through our consultation and discussions. As well as the standards, we also advise what we will do to achieve these standards and how we will measure our performance against them.

Service standard	Activities to achieve the standard	Performance measure
Communication		
Customers are able to participate in discussions about how we deliver our services and we take these views in to account	<ul style="list-style-type: none"> • We provide a range of opportunities for customers to engage with us • We provide feedback on consultations and changes we are making as a result 	<p>Annual Review to the Board of Management and to customers via Portcall to evidence:</p> <ul style="list-style-type: none"> • The range of consultation opportunities undertaken and the response • That after each consultation a response is given to contributors via a letter or Portcall
Customers are aware of the quality of our services; can be involved in assessing this and can access information about the organisation	<ul style="list-style-type: none"> • We report annually on our performance against our service standards • We ask for feedback through surveys on our performance against our standards • We provide information on our website about the organisation and its services 	<p>Our Annual Report gives feedback to all tenants on performance against our service standards and the outcome of our tenant satisfaction surveys</p> <p>Annual article in Portcall advises on the outcome of our annual satisfaction survey</p> <p>Return rates to all surveys and satisfaction rates monitored and reported on internally monthly</p> <p>Our website regularly reviewed and feedback on improving its content taken on board</p>
Our customers are satisfied with the way we have handled their complaints about the service they have received from us	<ul style="list-style-type: none"> • Our target is to acknowledge complaints within 3 working days and respond within 14 working days • We monitor and report on the number, reason for and outcome of complaints 	<p>Response times are monitored and reported to senior management on a monthly basis</p> <p>Complaints are analysed for monthly management meetings and quarterly reports to the Board of Management</p>
Our staff are accessible and responsive to customers' enquiries	<ul style="list-style-type: none"> • We answer telephone calls quickly • Our target is to issue a reply to letters, e-mails and faxes within 3 working days • We treat you with respect and as an individual, without unfair or unlawful discrimination • We use plain English in our communications with you and in other languages/formats on request • We listen, are polite and keep you updated 	<p>We review monthly average time to answer calls and volume of abandoned calls</p> <p>We use evidence from the monitoring of, and reporting on, the number and reasons for service complaints; responses to satisfaction surveys and mystery shopping outcomes to test if we do this.</p>

Service standard	Activities to achieve the standard	Performance measure
Repairs and Maintenance		
<p>We provide a responsive repairs service and it is easy to report repairs.</p>	<ul style="list-style-type: none"> • Customers can report repairs during working hours by phone (including a freephone number); e-mail, in person or in writing • We provide an out of hours emergency service through a 24 hour call centre • Our contractors offer morning or afternoon appointments Monday – Friday 8am – 5pm • We respond in no longer than: emergencies 4 hours; immediate repairs 24 hours; urgent repairs 5 working days and routine repairs 20 working days • We aim to ensure that repairs are done right first time and on time • Our contractors follow the Customer Charter 	<p>Survey returns for day to day repairs to measure satisfaction levels.</p> <p>Individual letters asking for views on how well each repair was carried out against these standards</p> <p>An explanation of our repairs categories is available on our website, in the tenants' handbook and in leaflets</p> <p>Monthly review with, and regular reports from, our contractors on their performance against these standards and reported to senior managers</p> <p>Our Annual Report to tenants advises of how we have performed against the maximum timescales</p>
Rents		
<p>Tenants and other customers receive clear, transparent and easy to understand information about changes to their rents.</p>	<ul style="list-style-type: none"> • We consult with our tenants annually on our proposed rent review to take any cost of living changes and other increases into account • We set our rents in accordance with our rent setting policy which takes the size and other features into account which tenants told us were important in rent setting • We give 28 days' notice of changes to rents and service charges 	<p>Letter sent to tenants asking for views on our proposal; responses monitored and reported to the Board of Management to assist them in their decision</p> <p>Consultation prior to amending our rent policy</p> <p>Letter sent by 28 February at the latest</p>
<p>Tenants are satisfied that rents are collected efficiently; rent arrears are managed effectively and rent loss from empty properties (voids) is minimised</p>	<ul style="list-style-type: none"> • We follow established procedures for rent arrears and voids to minimise loss of income to the Association • We set targets for loss of income through rent arrears and through empty properties 	<p>Monthly review of performance on rent collection; arrears and voids to senior managers</p> <p>Annual report to tenants</p> <p>Comparison with other social landlords' performance informs our annual target</p>
Access to Housing and Support		
<p>We make it easy for people to apply for social housing that best meets their needs</p>	<ul style="list-style-type: none"> • We provide advice and information on housing options and applying for housing • We advertise 10% of our available properties as priority transfers for our existing tenants • We participate in a common housing register and choice based allocations policy to make access to appropriate 	<p>Housing application forms are widely available, including at reception</p> <p>Our allocations policy is published on our website; our available properties are advertised widely, including in our office</p> <p>We report annually to the Board of Management on allocations to monitor who</p>

	<p>housing easy</p> <ul style="list-style-type: none"> We participate in house exchange to give tenants the option of a mutual exchange 	<p>we are housing</p> <p>We survey and report monthly on new tenants' feedback on their experience of our allocations process</p>
Service standard	Activities to achieve the standard	Performance measure
Access to Housing and Support - continued		
We help our tenants to sustain their tenancy	<ul style="list-style-type: none"> Housing staff and our Money Advice Worker offer support and financial advice at the very beginning of tenancies and at any stage where a tenant requests help or gets into rent arrears We offer a home visit to all new tenants We help tenants to access support from other agencies 	<p>We monitor the number of referrals to the Money Advice Worker and the outcomes in terms of reduction in arrears and the financial gain for our tenants</p> <p>We record and report on the number of home visits carried and the outcomes</p>
Neighbourhoods and Common Areas		
Tenants and other residents are aware of what we can do to resolve anti-social behaviour complaints and we keep in touch with tenants during the investigation of their complaint	<ul style="list-style-type: none"> We respond to anti-social behaviour (ASB) complaints in no more than 3 working days We give advice on what we can do and what other organisations can do to resolve the problems We work with local residents, the police, the council and other agencies to resolve problems we give regular feedback on progress We carry out a survey on levels of satisfaction with the way we handled ASB complaints 	<p>We monitor our response times; we seek feedback from tenants through a survey on our response to and performance on anti-social behaviour complaints</p> <p>We provide quarterly reports to senior management and the Board of Management on ASB</p>
Common areas (gardens and stairs) that are the Association's responsibility are well maintained, secure and safe	<ul style="list-style-type: none"> Where a stair cleaning service is provided, stairs are cleaned on a weekly basis and cleaning quality and satisfaction levels are monitored Garden areas are regularly maintained over the growing season We carry out regular inspections to maintain a high quality of service from our contractors 	<p>Monitoring by Association staff through programmed estate management inspections; monitoring by the contractor; complaints and other feedback from customers about the quality of service.</p> <p>Monthly meetings with the contractors to discuss performance and complaints.</p>

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