



## Customer Care Service Standards

The service standards detailed in this booklet tell you what you can expect from One Housing Group when you contact us.

# When you come into our office

Standard	Target	Measure	Frequency reported
Our receptionist's name will be clearly displayed	100% of the time	QHS and resident mystery shopping programme	Quarterly QHS reports Annual resident mystery shopping report Reported on website Leaflets to be dated and version controlled
Our offices will be accessible for wheelchair users and have facilities for people with hearing difficulties	(Date to be inserted)		
We will have up-to-date information about the services that we and other relevant agencies can offer	100% of the time		
We will offer you an interview room if you would like to discuss something in private.	100% of offices have private rooms available		

# When you come into our office

Standard	Target	Measure	Frequency reported
<p>If your appointment is in our office, we aim to ensure you wait no longer than 10 minutes later than your appointment time for the designated staff member to see you</p>	<p>90% of the time</p>	<p>QHS and resident mystery shopping programme</p>	<p>Quarterly QHS reports</p> <p>Annual resident mystery shopping report</p> <p>Reported on website</p> <p>Leaflets to be dated and version controlled</p>
<p>We will display news about our performance</p>	<p>100%</p>		
<p>We will display our opening hours</p>	<p>100%</p>		

# When you call us

Standard	Target	Measure	Frequency reported
We will answer your call within 24 seconds	85%+ of calls received	Reporting from phone system QHS Mystery Shopping	Monthly KPI reports Year to Date reports in newsletter Quarterly QHS reports
We will say 'good morning' or 'good afternoon' and provide you with our name and our organisations name	100%	Reporting from voice recording system QHS Mystery Shopping	
Our telephone lines will be open Monday to Friday from 8am to 6pm. We will provide you with an out of hours telephone number to report emergency repairs when our office is closed	100%	QHS Mystery Shopping	
We will keep our call abandonment rates under 4%	4% abandonment rates	Reporting from phone system QHS Mystery Shopping	
We will keep our voicemail messages up to date and will respond to your messages within 24hrs	100%	QHS Mystery Shopping	

# When you contact us in writing or by email

Standard	Target	Measure	Frequency reported
We will acknowledge your email within 24 hours and provide a full response within 10 working days or give a valid reason for the delay	90%	Resident Satisfaction QHS Polling Audits/ Mystery Shopping	Quarterly
We will acknowledge your letter within 24 hours and provide a full response within 10 working days or give a valid reason for the delay	100%	Resident Satisfaction QHS Polling Audits/ Mystery Shopping	Quarterly
We will write to you in clear plain English	100%	Readers Panel, Resident Mystery Shopping, Resident Satisfaction, Resident Audits	Quarterly

# When you have a complaint

Standard	Target	Measure	Frequency reported
We will accept verbal and written complaints in any format, e.g phone, letter, email, via the website or in person	100%	QHS Mystery shopping Internal monitoring	Monthly
We will acknowledge your complaint on the same day it is received	100%	Complaints reporting system	Monthly
We will confirm who will be responsible for the investigation and when you will receive a decision	100%	QHS Mystery shopping Internal monitoring Resident feedback	Monthly
We will advise you how to escalate your complaint through each of the internal stages if you are still unhappy with the decision	100%	QHS Mystery shopping Internal monitoring Resident feedback	Monthly
We will strive resolve your complaint at Stage One	90%	KPI reporting	Monthly
We will measure your satisfaction with our complaints handling process	51% satisfaction	KPI reporting	Monthly
We will provide you with feedback on how our resident complaints are being used to improve our services	Annual Impact Assessment	QHS Mystery shopping Internal monitoring Resident feedback	Quarterly

# Your Rent

Standard	Target	Measure	Frequency reported
We will send you a rent statement every 3 months	100%	Internal Service Review	Annually
We will monitor your account weekly and contact you immediately if we see that you have over 2 weeks of arrears	100%	Internal Service Review Performance Reports	Quarterly
We will come to a payment agreement with you if you are in arrears	100%	Internal Service Review	Quarterly
We will offer to refer you to a free debt counselling service if necessary	100%	Internal Service Review Mystery Shopping	Quarterly
We will commence legal action for rent arrears of five weeks or more, but only apply to court as a last resort after help and support has been offered or given	100%	Internal Service Review	Annually
We will provide you with the following at least 10 days before a court hearing: <ul style="list-style-type: none"> <li>Your current rent statement</li> <li>Your housing benefit status if applicable</li> <li>The time date and venue of the hearing</li> <li>The court order to be requested</li> </ul>	100%	Internal Service Reviews	Annually
We will work to ensure that the rent is collected on all of our general needs homes	100.55% of rent to be collected	KPI reporting	Monthly
We will work towards keeping rent arrears levels low	Under 5%	KPI reporting	Monthly

# When you want a home or a transfer

Standard	Target	Measure	Frequency reported
We will arrange a viewing within 72 hours of receipt of your nomination	100%	Departmental	Monthly
We will ensure that the transfer list and the transfer database are kept up to date	100%	Home swapper website	Monthly
We will record on the tenants transfer file all contact with tenants or those representing them or acting on their behalf	100%	Monthly random check of tenant transfer files Internal Audits	Monthly
We will process new applications within 4 weeks of receipt and send an acknowledgement letter within 1 week of receipt	100%	Monthly random check of tenant transfer files Internal Audits	Monthly
We will ensure new residents have a highly satisfactory experience with our allocations and lettings process	90%	KPI reporting	Monthly
We will monitor how long it takes to re-let a new property	28 days maximum	KPI reporting	Monthly

# When your needs are diverse

Standard	Target	Measure	Frequency reported
We will aim to collect profiling data on our residents for the 6 main diversity strands	80%	No. of completed profiles	Quarterly
We will carry out Equality & Diversity Impact Assessments on our housing services	12 per year	No. of completed Assessments	Quarterly
When you request from us we will translate any written document into another language, Braille, large text or audio	100%	QHS	Quarterly
We will treat you with respect, fairness and understanding in order to provide you with high satisfaction	72%	Resident Satisfaction Surveys on Overall Service Customer Polling QHS Polling	Monthly Monthly Quarterly

# When you want to see value for your services

Standard	Target	Measure	Frequency reported
We will make efficiency savings on all our budgets per year for the next 4 years	2.5% savings	Financial account reporting	Annually
We will publish our costs to all stakeholders	100%	Annual reporting	Annually
We will benchmark our costs of housing services	100%	HouseMark Benchmarking	Annually