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CUSTOMER CARE STANDARDS

Grand Union
Housing Group

OUR COMMITMENT

Grand Union Housing Group and its three subsidiary associations: Aragon Housing Association, South Northants Homes and MacIntyre Housing Association, are proud of the services we provide to our customers.

The Group has established some clear Core Values which its staff will always aim to adhere to. These are:

Integrity – we will deliver our promises and be clear about what we can and cannot do.

Respect – we will respect our customers and everyone we work with.

Quality – we will always aim to provide excellent services and products.

Innovation – we will look for innovative solutions to resolve problems and deliver outcomes.

Listen – we will listen to our customers and partners and shape services accordingly.

Teamwork – we believe we can achieve far more by working together.

To support these values we have established groupwide Customer Care Standards. These standards are reflected in all our services which are outlined in our range of information leaflets. These are available from our offices or via our websites.

In many instances we have set our Customer Care Standards higher than those of most 3* (top ranked) housing associations. For example, we do not believe customers should have to wait up to 30 seconds for telephones to be answered. We believe that our customers expect and deserve the highest service possible and we will be monitoring and reporting on our performance closely to ensure we deliver such a service.

BASICS

We will:

- Recognise the different needs of individuals and aim to give all customers access to appropriate services.
- Provide information/ correspondence in the most appropriate format to meet individual needs.
- Follow the Data Protection Act and ensure strict confidentiality is maintained at all times.

RESPONDING PROMPTLY

We will:

- Answer telephones promptly within 15 seconds.
- Respond to voicemail messages within 24 hours of receipt/returning to the office.
- Deal with letters and emails as soon as possible. Where a response is required we will do so within 10 working days. If the matter is complex and information needs to be gathered in order to provide a full response, we will provide an acknowledgement within five working days and a full response within a further 10 working days (ie within 15 working days of receipt).
- Provide the name and contact details of the person dealing with the enquiry.

VISITING OUR OFFICES

We will:

- See visitors with an appointment on time.
- Aim to see visitors without an appointment, though this cannot always be guaranteed.
- Arrange home visits as appropriate.
- Ensure our reception and customer contact areas are accessible and available during our published opening hours.
- Ensure these areas are welcoming, comfortable, clean, tidy and safe.

PROVIDING INFORMATION

We will:

- Provide a tenant handbook for all tenants.
- Produce three tenants' newsletters per annum.
- Provide an annual report to all tenants, including details of our performance.
- Provide information leaflets on all areas of our work setting out the standards you can expect. These are available from our offices, on request or via our website.
- Provide copies of our policies on request (some of these are available on our website).
- Publish a resident involvement statement outlining how you can become involved in our work.
- Provide contact details on request for the elected tenant representatives for your area.

Equality and Diversity

Grand Union Housing Group has a responsibility to ensure that equal opportunity and effective management of diversity are at the core of its business. The Group sets targets to deliver services that are responsive to the needs of communities and individuals, and promote social inclusion. Further details of this policy and our action plan are available on request.

Do you need this in a different format?

Do you need the information in this document in a different format? Please contact us on **01525 840505** to discuss your specific requirements.

Grand Union Housing Group

Aragon Housing Association

MacIntyre Housing Association

South Northants Homes

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business for neighbourhoods

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Housing Forum Member CONSTRUCTING EXCELLENCE in the built environment

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