

CTHA will provide this policy on request at no cost, in large print, in Braille, on tape or in other non-written format, and in a variety of languages such as Chinese, Urdu, Bangladeshi and Arabic on request.



CTHA
Castlemilk Tenants' Housing Association

Castlemilk Tenants' Housing Association

Please return to:



61 Dougrie Drive
Castlemilk, Glasgow G45 9AP
Tel: - 0141 274 7450/52
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Service Charter Policy

Service Charter

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1 INTRODUCTION AND IMPLEMENTATION

- 1.1 This Service Charter sets out the standards that CTHA seeks to achieve in providing services to all tenants and service users who have dealings with the Association.
- 1.2 CTHA will deliver housing services locally on behalf of Glasgow Housing Association and will operate under a management agreement or 'contract' with GHA. This means that, for most tenants and service users, the main point of contact for the housing service will be CTHA. The terms of the agreement and, in particular, the functions that will be the responsibility of CTHA are summarised in the Tenants' Handbook.
- 1.3 If a tenant or service user has a complaint about the service provided by CTHA, he/ she can use the Association's **Complaints Policy and Procedure** in order to seek a resolution of that complaint. CTHA would like to ensure that as few complaints as possible are necessary and that, wherever possible, complaints are dealt with informally and quickly. Where this is not possible, a formal process is set down for dealing with both complaints and appeals against decisions.



1.4 Any tenant or service user who is dissatisfied with the way in which CTHA has dealt with a complaint can appeal to the Scottish Public Services Ombudsman. Details of the Ombudsman service and the procedures involved are set down in the Complaints Policy, in the Tenants' Handbook and are available at all CTHA offices.

1.5 CTHA is committed to:

- Providing a high quality service
- Taking responsibility for the actions we take and the decisions we make
- Being clear in our involvement and discussion with you
- Continuously improving the way we deliver our service
- Ensuring that our staff are committed to the principles of Best Value, delivering a high quality service which meets the needs of its tenants and service users, and which provides value for money.

1.6 Each year CTHA will publish its performance against the standards contained within this policy documents and against a range of key indicators across its service and will carry out regular surveys of those who use our services. CTHA will publish the results of those surveys.

2 ADVICE AND INFORMATION

2.1 We are committed to making our service and staff accessible. We will:

- Provide advice and information about the housing service
- Help you with problems and questions you may have
- Make our staff accessible to offer you support on issues of concern

3 OFFICE RECEPTION

3.1 When you visit our office we will:

- Try to deal with your enquiry immediately, but if we are unable to do this, we will offer you an appointment within 3 working days
- Provide private meeting rooms where you can discuss confidential matters
- Ensure that staff introduce themselves and wear a name badge
- Ensure that all leaflets and publications about CTHA are available
- Deal with your enquiry politely and, when necessary, refer you to the most appropriate member of staff.
- Provide a comfortable environment (with disabled access wherever possible)
- Provide an interpreter where it is necessary

4 CONTACTING US

Our offices are open to the public Monday – Friday from 9.30am – 4.00pm

Our offices are closed for Staff Training from 1pm on the 3rd Wednesday of each month

If you have a telephone enquiry you can call us between 8.30am – 5.00pm on telephone number 0141 274 7450.

Our postal address is;

Castlemilk Tenants' Housing Association
61 Dougrie Drive
Glasgow
G45 9AP

5 DEALING WITH YOUR ENQUIRY

5.1 TELEPHONE CALLS

When you telephone us we will;

- Answer your call promptly and ensure members of staff give you their name and location
- Deal with your telephone enquiry politely and, when necessary, refer you to the most appropriate member of staff
- Ensure that when the person you want to talk to is unavailable, they will return your call by the end of the following working day. Where this is not possible, a suitably qualified officer will contact you in their absence.
- Return all telephone calls and answer phone messages by close of business the same day, unless we have told you otherwise.

5.2 LETTERS

When you write to us we will:

- Ensure that you will receive a personal reply to your letter within 5 working days. Where we cannot provide a full answer within that timescale, we will advise you within that letter as to when you can expect a full reply.
- Reply to you in plain language and ensure that all of the issues raised by you are addressed.
- Avoid using technical terms and jargon
- Ensure that all letters have the name, address, job title and telephone number of a contact person.

5.3 HOME VISITS

If you have difficulty visiting our offices, and need to talk to someone, please contact us and we will make arrangements to visit you at home.

6 TENANT SATISFACTION

6.1 We are committed to actively seeking the views of our tenants and service users so that we may continuously improve our service. In order to achieve this, and ensure that our service quality is continuously monitored, we will:



- Include questions on service quality and customer satisfaction in regular tenants' surveys carried out by the Association
- Undertake specific customer service surveys into areas of our service and the service of third parties which affects our customers
- Establish mechanisms whereby tenants and service users can continuously comment on our service e.g. suggestion boxes, freepost comment slips

7 REVIEW OF THE CHARTER

7.1 CTHA will review this charter at least every three years. More frequent reviews may be required in the light of results from tenant and service user surveys and comments.