



Customer Service Standards

Customer Information Leaflet

Customer Service Standards are what you can expect from Dunbritton and what staff can expect from our customers.

Our Promise to you as a valued customer:

We Will

- ✓ Listen to your views and provide you with feedback
- ✓ Treat you fairly, politely and with respect
- ✓ Be professional, helpful and courteous
- ✓ Deal with enquiries promptly and efficiently
- ✓ Provide clear, concise and accurate information
- ✓ Respond to queries, complaints, repair requests and comments taking account of legislation, good practice and our policies and procedures
- ✓ Use appropriate communication methods for you: braille, audio tape, another language, email, text, social media
- ✓ Treat your home with respect by clearly displaying identification and wearing shoe covers
- ✓ Fulfil our landlord responsibilities in terms of your tenancy agreement

In Person

- ✓ Staff will be available during office opening hours
- ✓ Our office is accessible to all customers
- ✓ We will greet customers on arrival, and respect your privacy while you are in the office
- ✓ When you call to the office you will be offered a private room to discuss your query
- ✓ We will attempt to resolve your issue when you are in the office
- ✓ We will display up to date information in our reception area
- ✓ We will assist you to complete online housing applications and other forms relating to your tenancy including Housing Benefit

By Telephone

We will:

- ✓ Try to answer your call within 7 rings. If not, provide a facility where you can leave a voice mail message
- ✓ Respond to voice mail messages as soon as a member of staff is available
- ✓ Attempt to resolve the matter at the first point of contact; If not give you a named contact who will progress your enquiry
- ✓ Ensure that, if you leave a message for a specific member of staff, an accurate message is passed to our colleague

By Writing

- ✓ All communications received by letter, email, text or social media will receive a similar written response
- ✓ An acknowledgment response will be sent within 3 working days
- ✓ You will be provided with details of a named contact
- ✓ We will use language that is easy to understand
- ✓ A full written response will be sent within 10 working days

What can we ask of our customers?

- ✓ To provide information about them and their household
- ✓ Ask you to give us your views and suggestions
- ✓ Keep appointments you make with us
- ✓ Be polite and courteous when dealing with staff
- ✓ Let us know when we get it right or wrong
- ✓ Respect the conditions of your tenancy agreement

Our Policies and Procedures include the following timescales:

Repair and Response Times:

- Emergency 5 Hours (make safe)
- Urgent 4 working days
- Routine 12 working days
- Right to Repair 24 hours

Complaints about the service provided by Dunbritton:

- **Stage 1 Complaint** Outcome advised within 5 working days
- **Stage 2 Complaint** Outcome advised within 20 working days

We are always happy to respond to any of your queries so please don't hesitate to contact us

In writing or in person: Dunbritton Housing Association Limited,
1 Hatters Lane,
Dumbarton, G82 1AW

Phone number: 01389 761486

Email: admin@dunbritton.org.uk

Web: www.dunbritton.org.uk



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Dunbritton Housing Association is a Scottish Charity (Scottish Charity Number SC036518), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2421R(S) and having its Registered Office at 1 Hatters Lane, Dumbarton, G82 1AW.

We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the [Data Protection Act of 1998] and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted. We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z7205348 and we are the data controller of any personal data that you provide to us. Our Data Protection Officer is Daniel Wilson. Any questions relating to this notice and our privacy practices should be sent to Daniel Wilson at 1 Hatters Lane, Dumbarton, G82 1AW, by phone on 01389 310 893, or e-mailed to dwilson@dunbritton.org.uk

