

## Customer Care Charter

The Customer Charter forms the foundation for all Langstane staff providing a service to any customer. Staff and tenant groups worked to develop the customer care standards which form the Customer Care Charter.

### What we will do:

- Show respect and listen
- Apologise when we make a mistake, or things go wrong
- Recognise the needs of individuals, and take reasonable steps to meet them
- Reduce barriers that prevent tenant involvement by offering a wide choice to suit as many people as possible
- Communicate regularly about what we do using a range of different approaches
- Provide clear timescales for responding to enquiries. Where we are unable to meet them, we will explain why.
- Ensure that we direct phone calls to the most appropriate person to deal with it, or arrange a call back as soon as possible
- Make sure our letters provide contact details of a team member who can assist with enquiries
- Ensure that staff and contractors identify themselves and will provide identification upon request
- Be open and transparent when dealing with issues such as complaints
- Publish our performance information and provide information about how we plan to improve services
- Raise awareness of services we do not provide, and where appropriate, give you details about how to access them through other organisations

### What we expect from you:

- Respect our staff as individuals and listen to information provided
- Understand that sometimes things go wrong, or mistakes are made
- Do not use abusive or threatening language or behaviour. This includes any speech that attacks, threatens or insults a person or group on the basis of national origin, ethnicity, colour, religion, gender, gender identity, sexual orientation or disability
- Keep to appointments, or let us know if you need to rearrange the date or time
- Provide us with full and accurate information to help us to deal with issues effectively
- Where possible take steps to resolve minor problems for yourself
- Understand our responsibilities as a landlord, and what your responsibilities are as tenant
- If we provide a timescale for doing something then please allow us this time to complete the task

### How you will know we have met our commitment:

- We will acknowledge general correspondence within 5 working days AND we will always provide you with a timescale for responding to you or completing a job
- You will always be told which member of staff is dealing with your inquiry
- You will regularly be asked for feedback about how we have performed
- Overall customer satisfaction levels will increase
- The number of complaints we receive regarding services that we provide will decrease
- You will be more aware of how you can help us make decisions, and the number of tenants getting involved will increase
- Regular updates will be available on the website/ newsletter highlighting changes that have happened following customer feedback or complaints

**The Association is committed to promoting equality and diversity across all areas of its work and discrimination or harassment of any kind is not tolerated.**

# Your Voice makes a difference

Our Customer Care Standards were developed with the help of tenants who gave up their time to take part in consultations.

You too can take part - it's easy to join in with **Your Voice Counts**. There are 3 ways to get involved without even leaving home:

- 1 **Got some time to spare?** Join our Register of Interested Tenants. We will send you documents to review or a questionnaire to complete
- 2 **Got a few minutes to spare?** Join our Tenant Panel. We will contact you occasionally with a few questions about a housing issue.
- 3 **Help us keep things simple.** Join our Reader Panel. We will send you short printed items for your comments.

## Take it to the next level - join Langstane for life

You can buy a lifetime membership share in Langstane for £1. Langstane members have the right to:

- Stand for election to the Board of Management
- Attend all general meetings
- Vote in the election of the Board of Management

**Refreshments are served** - we always serve tea and cakes at our review groups. We invite tenants from our panels to join our groups to look at specific areas of our service or publications. Why not accept an invitation to the next group and meet fellow tenants for lively discussions.



## What's next for the Customer Care Standards?

We will be monitoring your experience of our services with a Customer Care Feedback form. To make things fair and open, we will send feedback forms to a random sample of customers every week. The results will be available on our website and we will publish updates in our twice-yearly newsletter. You will be able to find out about the changes we have made as a result of customer feedback.

If you would like to join any of our panels or groups phone or email any Langstane member of staff, contact us through our website: [www.langstane-ha.co.uk](http://www.langstane-ha.co.uk), or message us on Facebook.