

NEXT STEP HOMES SHARING OWNER AND TENANT SATISFACTION POLICY

1. AIMS

Next Step Homes is committed to ensuring that the views of [all customers](#) are considered not only in the decision making process but to improve the quality and range of services we provide and to ensure the correct distribution of resources.

The Satisfaction Policy should be delivered along with the Customer Satisfaction Policy and the Participation Strategy.

2. OBJECTIVES

- To understand sharing owner and tenants' needs and expectations
- To maintain positive [customer](#) relations by positive and helpful attitudes, and an accessible service delivered in a friendly manner
- To deliver a service that is the highest quality within the resources available
- To deal with problems and complaints quickly and efficiently
- To provide information about the services on offer and the Association's performance in delivering them
- To monitor performance of service delivery to ensure objectives are being achieved

3. PROCEDURES

Next Step Homes provides information to and consultation with customers in a range of methods and formats appropriate to their needs and the issue at hand, for example, by newsletter, tear off reply slips, questionnaires, surveys, personal visits, sharing owners' and tenant surgeries, and focus groups. All documentation will be made available in a friendly format, for example, large font, audio, or minority language upon request.

The Association will have an independent Satisfaction Survey carried out every three years.

4. STAFF RESOURCES AND TRAINING

The Policy should be adhered to by all staff. Appropriate training will be given and operational responsibility will lie with the Managers of the management agent. Responsibility for the evaluation process will lie with the Director of Customer Services of the management agent.

5. **MONITORING AND REVIEW**

Customer satisfaction will be monitored on an ongoing basis. Monitoring and reviewing the following:-

- The services to be evaluated
- Appropriate evaluation methods
- Appropriate information exchange methods
- Assess resource implications

Reports are made on a monthly basis to the Director of Customer Services of the management agent and quarterly to the Committee of Management.

Right to Complain

In the event you are not satisfied with the service you have received, please contact the Association for a copy of our Complaints Policy, which can also be viewed on our website.

Approved by the Committee of Management:

03 February 2010

Review Date:

February 2013