



# Cassiltoun

## Housing Association

### CUSTOMER CARE POLICY

Date Approved	Proposed Review Date
April 09	April 2012
Chair Person/Office Bearers Signature:	

**CASSILTOUN HOUSING ASSOCIATION LIMITED**  
Castlemilk Stables, 59 Machrie Road, Castlemilk, Glasgow G45 0AZ













Recognised Scottish Charity no 035544

## **CASSILTOUN HOUSING CO-OPERTIVE LIMITED**







### **CUSTOMER CARE POLICY**

**CASSILTOUN HOUSING ASSOCIATION** is a customer-focused organisation. We aim to provide a high standard of service to meet the needs and expectations of our tenants/customers both internal and external.

#### **CUSTOMER SERVICE STANDARDS**



-  Tenants/Customers/Visitors to our office will be greeted with a smile and referred to by name as soon as possible after it is known.
-  On arrival Tenants/Customers/Visitors will register their arrival.
-  If a Tenant/Customer/Visitor is kept waiting for any reason then apologies should be given.
-  Reception area should be kept clean and free of debris and unnecessary clutter at all times.
-  Information provided in the reception area should be kept up to date and presentations playing on the screen should be informative and running at all times. The Receptionist should liaise and use their own initiative to make sure this is being continually improved and added to..
-  Publicity material should be on display and current.
-  Fresh Flowers and mints will always be on display and available in reception. Mineral water or refreshments should be made available to all visitors at all times.
-  There will always be a member of staff covering reception and telephones during office opening hours. There will always be at least one senior member of staff available during these hours.
-  Office hours are 8.30am to 5.00pm, Monday, Tuesday, Thursday and Friday and 8.30am to 12.30 on a Wednesday. The office is closed on a Wednesday afternoon for Staff Training Purposes.
-  There will be no eating or drinking while on duty on reception.
-  Our office is a no-smoking building.
-  We will ensure confidentiality at all times, including the use, whenever appropriate, of our interview rooms, which are sound insulated.

## **TELEPHONE STANDARDS**

-  Telephones will be answered within 6 rings.
-  Greetings should be efficient and positive and should include salutation.
-  “Good morning/Good Afternoon, Cassiltoun Housing Association staff member name” and “How may I help you?”
-  Establish reason for call and take appropriate action.
-  In case of recipient being unavailable, ask if anyone else can help or pass the call through to voice mail.
-  Pass on calls to relevant member of staff to deal with.


No caller will be given indication that Cassiltoun Housing Association is unable to help. Cassiltoun Housing Association staff will always be able to help – if they can't personally then they will pass on to a member of staff who can.

## **LEVELS OF CUSTOMER CARE SATISFACTION**



-  A customer satisfaction survey will be sent out to members once a year.
-  Suggestions/comments box will be made available in reception area.

## **CUSTOMER CARE IS THE RESPONSIBILITY OF US ALL**

### **STAFF TRAINING**

-  All staff will undergo a specific induction programme. Part of this programme will include a ½ day on customer care with follow up refresher courses.

### **PERSONAL**

-  A staff uniform will be made available. Please refer to Staff Uniform Policy for further information.
-  Staff should be aware that “they make the difference, and that they represent the organisation”.