



Dumfries & Galloway  
Housing Partnership

Working with our Tenants

[www.dghp.org.uk](http://www.dghp.org.uk)



FREEPHONE 0800 011 3447

LO-CALL 0345 606 3447

# CUSTOMER SERVICE COMMITMENTS

FOCUSING ON PROVIDING EXCELLENT CUSTOMER SERVICE

# CUSTOMER SERVICE COMMITMENTS

## INTRODUCTION

DGHP is committed to providing excellent customer service that consistently exceeds the needs and expectations of our customers. We aim to deliver high quality services that are accessible, efficient, responsive and offer choice to produce positive outcomes for customers, based on their needs and respecting diversity in all that we do.

There are certain standards of service you have a right to expect when you are in contact with members of staff and the contractors who are appointed by us.

We call these standards our 'customer service commitments'.

These commitments ensure that we meet our own service delivery objectives and those of the Scottish Housing Regulator.

The commitments are the responsibility of all staff and we encourage everyone in

DGHP to put the customer at the heart of everything we do.

To help us ensure that we deliver these commitments we will monitor our performance in a number of ways including satisfaction surveys, customer feedback and mystery shopping. We will also assess the performance, attitudes and behaviours of our contractors' staff.

DGHP is committed to continuous improvement and by listening to what our customers tell us we can deliver services that meet your needs.

We hope you always experience the levels of service this document describes. If this is not the case at any time, please contact us on 0800 011 3447.

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# WHAT DO WE MEAN BY EXCELLENT CUSTOMER SERVICE?

Excellent customer service means providing services that consistently exceed our customers' expectations.

## **We will do this by:**

- Listening to what you tell us to deliver appropriate services
- Being efficient, reliable and professional
- Getting it right first time and delivering our promises
- Taking responsibility for resolving problems when they arise
- Being responsive and prompt in our communications
- Having staff with the knowledge to do the job
- Providing a personalised service to meet each customer's needs
- Striving constantly to improve what we do.

## **In order to achieve this level of service every member of DGHP's staff must know and understand our service delivery principles:**

1. Everyone is a customer
2. All customers are important and must be kept informed
3. If we can't help, we will find someone who can
4. We welcome comments and complaints
5. The customer may not always be right, but we must always be polite and courteous
6. When we get it wrong, apologise and put it right
7. Treat every customer as you would like to be treated
8. Don't make promises you can't keep but make sure you deliver the ones you do make
9. Always do our best for the customer
10. To every customer, the member of staff is DGHP.

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# WHAT IF WE DON'T DELIVER?

If at any time you feel that DGHP is not delivering these commitments tell us!

## To do so:

- **Call the Customer Service Centre on 0800 011 3447 or 0345 606 3447**
- **Visit one of our local offices in Dumfries, Stranraer or Annan**
- **Write to the Customer Resolutions Officer at Grierson House, The Crichton, Dumfries DG1 4ZS**
- **Email us at [customerservice@dghp.org.uk](mailto:customerservice@dghp.org.uk)**

We aim to put things right first time, all of the time. Therefore if you tell us that we have not delivered these commitments we will aim to put the matter right straight away.

An example of this would be where a member of DGHP staff had arranged to visit you at a specific date and time and failed to turn up. We would apologise for this failure in service delivery and offer an alternative appointment as soon as possible.

If the matter is still not resolved to your satisfaction we have a new and improved complaints policy that allows customers to pursue the matter further. Further information on our Complaints Policy is available from the Customer Service Centre, local offices or our Corporate Business Unit.

# CUSTOMER SATISFACTION SURVEYS

DGHP is committed to ensuring tenants have the chance to give us independent feedback on the quality of services and their satisfaction with this.

An independent company, Research Resource, will carry out these surveys for us until 2020. We have a large-scale survey takes place every three years, and on an ongoing basis they will carry out a small sample of surveys relating to various services, including repairs, new tenants and antisocial behaviour.

If you would rather not take part, please let the organisation know when they call you and you can be removed from the lists.

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# CONTACTING US

We will...	When will we do this
Provide you with access to advice and assistance	Monday to Friday 8am to 7pm through our Customer Service Centre and our local offices in Dumfries, Stranraer and Annan, or 24/7 online at <a href="http://www.dghp.org.uk">www.dghp.org.uk</a>
Identify ourselves, be polite, approachable and helpful	In all your contacts with us
Listen to you and give you full opportunity to have your say	In all your contacts with us
Resolve your enquiry	At the first point of contact or if we cannot do this clearly explain what will happen next
Answer your telephone calls	Within 6 rings (20 seconds)
Respond to voicemails	Within 6 hours of receipt
Respond to your emails and texts	Within 1 working day
Respond to your letters and faxes	As soon as we can but within 10 days
Provide an emergency repairs service	Outwith our normal opening hours
When you visit a local office ensure that a member of staff can assist with your enquiry	Within 5 minutes
Use a private interview room when you visit a local office	On request
Provide our publications and other information in ways that meet your needs (i.e. large print, audio versions, Braille)	On request
Respond to all requests for access to personal data made under Section 7 of The Data Protection Act 1998	Within 40 days

# CUSTOMER CONSULTATION

We will...	How will we do this
<p>Provide you with opportunities to be involved in helping shape DGHP services and policies</p>	<ul style="list-style-type: none"> <li>• District Management Committees</li> <li>• Focus groups</li> <li>• Website</li> <li>• Leaflets</li> <li>• Newsletters</li> <li>• Mystery shopping</li> </ul>
<p>Listen to and take account of your views and ideas through a variety of methods</p>	<ul style="list-style-type: none"> <li>• Customer surveys</li> <li>• Mystery shopping</li> <li>• Correspondence</li> <li>• Complaints</li> <li>• Focus groups</li> <li>• Open days</li> <li>• Tenant panels</li> <li>• Postal and telephone surveys</li> <li>• Tenants &amp; Residents Associations</li> <li>• Face to face surveys</li> </ul>
<p>Organise/ attend events which meet your needs and provide an open and welcoming environment</p>	<ul style="list-style-type: none"> <li>• Tenant conference</li> <li>• Focus groups</li> <li>• Roadshows</li> <li>• Community Events</li> </ul>
<p>Consult you on changes to policies and strategies that will affect the way in which we deliver services to you</p>	<ul style="list-style-type: none"> <li>• District Management Committees</li> <li>• Focus groups</li> <li>• D&amp;G Federation of Tenants &amp; Residents Associations</li> </ul>

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# RESPONSIVE REPAIRS

We always aim to ensure that our work is completed to your satisfaction, and that you are satisfied with the overall repairs service you receive.

We will...	When will we do this
Provide details of our repairs service	<ul style="list-style-type: none"> <li>• In your tenant information pack</li> <li>• In the leaflet ' Repairs Service</li> <li>• Via our Customer Service Centre or local office</li> <li>• On our website</li> </ul>
Provide an emergency repair service (priority 1 repair)	Make safe within 4 hours
Provide an urgent repair service (priority 2 repair)	Attend and complete within 3 working days
Where we cannot diagnose the repair over the telephone - offer you an appointment to inspect the work required	Within 3 working days
Offer you an appointment for routine repairs (priority 3 repair)	At a time that suits you within 12 working days
Carry out planned work	Within 28 working days
Carry out minor programmed work	In line with our planned programme
Carry out planned work	Within 28 working days
Meet our Right to Repair responsibilities under the Housing (Scotland) Act 2001	In all cases



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# RENT

We will...	How will we do this
Provide a range of means to pay your rent and any other charges due to us	<ul style="list-style-type: none"> <li>• Debit or credit card direct to our Customer Service Centre</li> <li>• Direct Debit</li> <li>• Via PayPoint outlets and the Post Office</li> <li>• Via <a href="http://www.allpayments.net">www.allpayments.net</a></li> <li>• Via our self service portal</li> <li>• 24/7 Telephone payments through allpay</li> <li>• Cheque or postal order to our Registered Office</li> </ul>
Consult with you on our proposals for changes to your rent	Annual consultation
Offer advice and assistance if you are having problems paying your rent	Support, referrals and on request
Issue you with a statement	At a minimum, annually, statements are also available anytime at <a href="http://www.dghp.org.uk">www.dghp.org.uk</a> , or on request

# ANTISOCIAL BEHAVIOUR

We will...	How will we do this
Provide details of how to report ASB	In our leaflet which is available on our website, in our offices or on request from the Customer Service Centre
Advise you of the ASB officer dealing with your case and a date they will contact you by	On categorisation of the incident <ul style="list-style-type: none"> <li>• Urgent case within 2 working days</li> <li>• Serious cases within 5 working days</li> <li>• Lower level nuisance cases within 10 working days</li> </ul>
Explain what will happen next and agree an action plan with you	When we meet with you to discuss the incident
Keep you updated during our investigation	As agreed in your action plan
Give you the opportunity to complete a satisfaction survey	When the case is concluded

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# INVESTMENT PROGRAMME

We will...	When will we do this
Consult with you	In advance of producing the Investment programme
Involve you	At public meetings and open days
Listen and respond to your comments	Throughout the process from planning of programmes and projects, throughout delivery and after completion
Write to you to tell you what work will be carried out	The work is released to the contractor
Be polite and responsive to your needs	At all times
Deliver projects	To a high standard, on time and with minimum disruption to our customers
Obtain sign off from you, the contractor & DGHP's staff	On completion
Deliver all work to your satisfaction	Our aim is always to deliver to your satisfaction

# LETTINGS AND ALLOCATIONS

We will...	When will we do this
Give you advice and assistance on applying for a house	On request, or 24/7 online at <a href="http://www.homes4dg.org.uk">www.homes4dg.org.uk</a>
Process your housing application and advise you of your place on the waiting list	Within 10 working days
Contact you and review your housing application	Annually
Carry out a settling in visit once you have taken up your tenancy	Within 5 weeks
Carry out an pre-termination visit with you when you advise us you are leaving your tenancy	Within the 4 week notice period



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# ESTATE MANAGEMENT

We will...	When will we do this
Respond to requests to carry out a home visit	Within 5 working days
Let you know the time and date of any home visit	In advance
Contact you if we have to cancel or rearrange an appointment	As soon as we can
Respond to all requests for permission (e.g. running a business from home, pets, alterations etc.)	Within 28 working days

# REPORTING INFORMATION

We will...	When will we do this
Publish our performance against these standards and other key performance indicators	Annually
Publish our financial statements	Annually

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# DUMFRIES AND GALLOWAY HOUSING PARTNERSHIP IS COMMITTED TO PROVIDING HIGH QUALITY CUSTOMER SERVICES

We value complaints and use information from them to help us improve our services.

If something goes wrong, or you are dissatisfied with our services, please tell us. Our leaflet details the complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

## WHAT IS A COMPLAINT?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

## WHAT CAN I COMPLAIN ABOUT?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- dissatisfaction with our policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure



# COMPLAINTS PROCEDURE

## Complaints procedure

You can make your complaint in person, by phone, by e-mail or in writing

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress



## Stage 1: Frontline resolution

We will always try to resolve your complaint quickly, within **5 working days** if we can

If you are dissatisfied with our response, you can ask us to consider your complaint further



# COMPLAINTS PROCEDURE

## Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation

We will acknowledge your complaint within **3 working days**. We will give you our decision as soon as possible. This will be after no more than **20 working days** unless there is clearly a good reason for needing more time



## The Scottish Public Services Ombudsman (SPSO)

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it

We will tell you how to do this when we send you our final decision

# HOW DO I COMPLAIN

You can complain -

- in person at any of our open offices
- by phone to Freephone 0800 0113447
- in writing to – Dumfries and Galloway Housing Partnership, FREEPOST NAT3109, Dumfries, DG1 4BR – marking it "Complaint"
- via email at [customerservice@dghp.org.uk](mailto:customerservice@dghp.org.uk)
- by using the form in this leaflet or
- by completing our online form at [www.dghp.org.uk](http://www.dghp.org.uk)

## COMPLIMENTS

As well as recording expressions of dissatisfaction DGHP also record compliments when they are received to ensure positive feedback is shared with staff and customers. If you would like to register a compliment you can do so by contacting the Customer Service Centre 0800 011 3447 or email [customerservice@dghp.org.uk](mailto:customerservice@dghp.org.uk)

## HOW LONG DO I HAVE TO MAKE A COMPLAINT?

Normally, you must make your complaint within six months of:

- the event you want to complain about or,
- finding out that you have a reason to complain, no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit.

If you feel that the time limit should not apply to your complaint please tell us why

## HOW WE LEARN FROM YOUR COMPLAINT?

DGHP's Executive Management Team and Board of Management regularly review the information gathered from complaints and consider whether our services could be improved. We hold case conferences for all complaints that get to our stage 2. This involves reviewing the complaint in detail with all members of staff involved in order to ensure that we learn from our mistakes

## FACTORING SERVICE

If your complaint is about a factoring service, and you are still dissatisfied after our investigation stage you can approach: First – Tier Tribunal for Scotland, Scottish Courts & Tribunal Service, 4th Floor, 1 Atlantic Quay, 45 Robertson Street, Glasgow, G2 8LB

# ALTERNATIVE FORMATS

This publication is also available on tape, in Braille, large print and community languages.

For information contact DGHP's Customer Service Centre on:

**FREEPHONE 0800 011 3447**

**LO CALL 0345 606 3447**

**EMAIL [customerservice@dghp.org.uk](mailto:customerservice@dghp.org.uk)**

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## CANTONESE

本印刷品有錄音帶、凸字、大字印刷與社區其他語文版本可供索取，如欲獲取更多資訊，請通過以下方式聯絡 DGHP 客戶服務中心：致電 0800 011 3447 或發送電子郵件 [customerservice@dghp.org.uk](mailto:customerservice@dghp.org.uk)

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## ARABIC

تتوفر هذه النشرة على شريطه بطريقة بريل، لغات التواصل والطباعة الكبيرة للحصول على المزيد من المعلومات، اتصل بمركز خدمة عملاء DGHP على الرقم 0800 011 3447 أو بالبريد الإلكتروني: [customerservice@dghp.org.uk](mailto:customerservice@dghp.org.uk)

## BENGALI

এই প্রকাশনাটি টেপে, ব্রেইলে, বড় ছাপার অক্ষরে এবং কমিউনিটির ভাষায় পাওয়া যায়। আরো তথ্যের জন্য DGHP-এর গ্রাহক সেবা কেন্দ্রে যোগাযোগ করুন 0800 011 3447 নম্বরে বা ইমেল করুন এই ঠিকানায়: [customerservice@dghp.org.uk](mailto:customerservice@dghp.org.uk)

## URDU

یہ اشاعت ٹیب، بریل، بڑے پرنٹ اور کمیونٹی کی زبانوں میں دستیاب ہے۔ مزید معلومات کے لئے DGHP کے کسٹمر سروس سنٹر سے 0800 011 3447 پر رابطہ کریں یا [customerservice@dghp.org.uk](mailto:customerservice@dghp.org.uk) پر ای میل کریں۔



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## FOR FURTHER INFORMATION, PLEASE CONTACT:

### DGHP Customer Service Centre

0800 011 3447 (freephone) 0345 606 3447 (lo call)

email us: [customerservice@dghp.org.uk](mailto:customerservice@dghp.org.uk)

or visit our website: [www.dghp.org.uk](http://www.dghp.org.uk)

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