

Providing Quality, Affordable, Sustainable Homes

Customer Care Charter



At Argyll Community Housing Association, you, our tenants and customers are at the heart of everything we do. Our mission is providing quality, affordable, sustainable homes.

Together, we aim to:

- ♦ Deliver more homes in great places
- ♦ Achieve housing quality and affordable warmth
- ♦ Enable ACHA to be a sustainable business
- ♦ Deliver an effortless customer experience

We believe in the power of partnership. Great partnerships are built on mutual respect, understanding, and shared responsibility. That's why we're committed to recognising your individual needs, treating everyone fairly, and ensuring equal access to housing and services.

This Charter sets out what you can expect from us and what we kindly ask of you in return.

Our Commitment to You

We will:

- ♦ Treat you with respect and listen to your views.
- ♦ Recognise and respond to your individual needs, ensuring no discrimination based on race, ethnicity, religion, sexuality, gender identity, political beliefs, disability or any other characteristic. Our offices are welcoming and accessible to all.
- ♦ Own our mistakes and make things right when they go wrong.
- ♦ Keep you informed through clear, regular communication using a variety of channels.
- ♦ Respect your right to confidentiality.
- ♦ Respond promptly, acknowledging emails and letters within 2 working days and replying within 10 working days. If delays occur, we will keep you updated.
- ♦ Answer calls quickly and helpfully. We aim to resolve your query first time. If we cannot answer your enquiry at the first point of contact, we aim to call you back within 24 hours.
- ♦ Provide an emergency out of hours service to support urgent housing needs.
- ♦ Connect you with the right person or arrange a timely call back.
- ♦ Provide clear contact details in all our letters.
- ♦ Ensure staff and contractors carry visible ID when visiting your home.
- ♦ Offer appointments at your home or our offices to discuss any concerns.
- ♦ Deliver services professionally and ensure staff identify themselves clearly.
- ♦ Handle complaints fairly and efficiently, responding within 5 working days (Stage 1) or 20 working days (Stage 2), and keeping you informed throughout the process. We will provide clear information on how to escalate complaints beyond our complaints process if needed.
- ♦ Share our performance annually in our landlord report. We report annually on our performance through the Scottish Social Housing Charter (ARC).

- ♦ Develop our own performance targets in consultation with our customers and stakeholders.
- ♦ Signpost helpful services from partner organisations that support your wellbeing and ensure information about our services and your rights is made available to you.

What We Ask of You

We kindly ask you to:

- ♦ Treat our staff with respect and consider the information we provide.
- ♦ Give us the opportunity to resolve issues, understanding that mistakes can happen.
- ♦ Avoid threatening or aggressive behaviour, including any form of discrimination.
- ♦ Keep appointments or let us know as soon as possible if you need to reschedule.
- ♦ Allow us the time we have outlined to complete tasks or respond to queries.
- ♦ Understand our responsibilities as your landlord and yours as a tenant.

How We'll Monitor Our Commitment

To ensure we're meeting these standards, we will:

- ♦ Invite your feedback on our services.
- ♦ Offer opportunities to take part in surveys and feedback groups, with 28 days to respond.
- ♦ Share survey results in newsletters (digital and print) and on our website www.acha.co.uk
- ♦ Publish complaint resolution performance.
- ♦ Show how your suggestions have shaped our services.

ACHA Customer Service Centre (Freephone)

0800 028 2755

or email on achacustomerservicecentre@acha.co.uk