

Customer Charter and Service Standards

The mission for the housing service is to...

Create places that people are proud to call home.



Our Customer Charter and Service Standards are in line with the values of Angus Council which are:



PUTTING PEOPLE FIRST



Integrity



Collaboration



Fairness



Focus on People



Respect



Our customers are:

- Tenants
- Housing applicants
- Carers/relatives of tenants and applicants
- Other service providers, including Police Scotland and Scottish Fire & Rescue
- Elected members
- Our housing partners, including Hillcrest Homes
- Other housing customers e.g. empty home owners we are working with
- Internal customers/departments

Customer Charter

Our Customer Charter sets out how we aim to treat our customers when they interact with us.

We aim to deliver a consistent and high standard of customer care and our commitment to you is that we will:

- Treat you politely and with respect
- Be friendly and approachable
- Listen to what you have to say
- Respect your rights to confidentiality*
- Be open and accountable
- Give you the information you need about our service
- Value and respect the diversity of our customers and try to meet the needs of customers with specific requirements
- Work in partnership with other organisations and communities to improve our services
- Learn from your compliments, comments and complaints.

* unless we have a concern for your welfare and require to share information with relevant professionals.

Meeting you in person

If visiting you at home, we will:

- Treat you politely and with respect
- Arrive on time for any scheduled appointments
- Tell you in advance if we need to reschedule or cancel your appointment

In return we ask you to:

- Treat us politely and with respect
- Be patient
- Not use aggressive behaviour or inappropriate language
- Provide us with the information we need to help you
- Be on time for an appointment and let us know if you need to cancel
- Let us know if you need an interpreter or information in other formats

In line with our Customer Charter and Service Standards and as an employee of Angus Council, the expectation is that our staff adhere to all areas within the employee code of conduct. A copy of the code of conduct, can be found **here** (Employee Code of Conduct).



Service Standards

Our service standards set out what our customers can expect when they receive a service from us. Our services include:

- Repairs
- Rent Setting
- Requesting Information
- Housing Applications & Allocations
- Housing Advice & Homelessness
- Damp and Mould
- Estate & Tenancy Management
- Anti-Social Behaviour
- Complaints/Appeals
- Garage Applications & Allocations
- Landlord Registration

Please note these timescales are not included when an emergency occurs.

General Enquiries



Telephone

We aim to answer all calls made to us, however, if we are not available at the time you call, you will be able to leave us a message and we will call you back.

We aim to acknowledge your call and provide a full response to you, within 3 working days.

If you contact us by telephone and we are on leave, we will have a voicemail explaining when we are expected to return to work and provide alternative contact details.



Email

We will aim to acknowledge we have received your email and provide you with the information you have requested within 3 working days.

If you contact us by email and we are on leave, we will have an out of office message explaining when we expect to return to work and provide alternative contact details.



Respond to postal correspondence

We will acknowledge we have received your letter and aim to respond to the information you have requested within 5 working days.



Respond to online enquiry forms that are via contact centre/email/web chat

We will aim to acknowledge we have received your email and provide you with the information you have requested within 3 working days.

If we are unable to provide you with the information you have requested at this time, we will give you a timescale when we expect to be able to give you this.

Housing Applications

Processing of new housing application form
(including assessment of housing needs)

Within 28 working days

Processing of change of circumstances
(including assessment of housing needs)

Within 28 working days

Rent

Consult with our tenants regarding changes
to rent & service charges

Annually

Repairs

Where the repair is an emergency

Completion within 2 hours

Where the repair is urgent

Completion within 24 hours

Where the repair is a priority repair

Completion within 3 days

Where the repair is a routine repair

Completion within 10 days

Where the repair is a complex repair

Completion within 25 days

Gas boiler service

Annually

Electrical inspection

Every 5 years

Damp & Mould

Tenant reports issue with damp, mould or
condensation to Housing

Home visit within 10 working days
of tenant reporting issue

Survey appointment scheduled with tenant

Within 5 working days of home visit

Priority 1 Survey undertaken

Within 7 working days

Priority 2 Survey undertaken

Within 10 working days

Priority 3 Survey undertaken

Within 20 working days

Report findings, recommendations,
and any work required

Within 10 working days
of date of survey

Instruct repairs if required

Within 3 days of receipt of report



Anti Social Behaviour

Acknowledgment of anti social behaviour complaint	Response within 3 working days
Investigate and provide a response for complaints pertaining to discrimination/violence and or threats of violence	Response within 15 working days
Investigate and provide a response for all other anti social behaviour issues	Response within 25 working days

Estate & Tenancy Management

Carry out patch visits	Minimum of 3 times per week
Planned estate management walkarounds	Every 3 months
Permission requests	Response within 28 days
Alteration requests	Response within 28 days
Tenancy changes	Response within 28 days
Mutual exchange requests	Response within 28 days

Requesting Information

Freedom of Information requests	Response within 20 working days
Subject Access requests	Response within one calendar month
Performance information/data requests	Response within one calendar month

Complaints / Appeals

Stage 1 complaint	Response within 5 working days
Stage 2 complaint	Response within 20 working days
Responding to an appeal against a decision we have made	Response within 21 working days

