

# Wates Living Space Customer Care Policy



## Statement of intent

- We will brief residents on safety and security issues
- We will adapt our working practices to accommodate residents who may have special needs or impairments (physical or otherwise) e.g. arranging respite care, translator services, meals on wheels, community alarms etc.
- We will ensure our staff, operatives and contractors are fully aware and sympathetic to all cultures and their needs when working in resident's homes. We will ensure residents have access to a support network identifying languages spoken which can communicate between us
- We will ensure residents have a clear understanding of any improvement works needed to their home
- We will ensure residents are aware of access requirements and we will keep appointments made with them. Wherever possible, we will offer appointments to suit resident needs including evenings and weekends. If we need to complete any work out of hours, we will ask the resident's permission before doing so
- We will treat the residents, their homes and surroundings with respect, extending this courtesy to their neighbours
- We will inform the site team, our sub contractors and our client where needed, of any special resident requirements
- We will communicate honestly with residents, their representatives and client alike
- We will hold surgeries with residents and client, ensuring all parties are able to access our services
- We will build trusting relationships with our clients and client representatives for the mutual benefit of residents and business
- We will maintain a complaints procedure and deal with disputes and damage claims fairly, with respect and in accordance with our complaints policy. We expect all complaints to be resolved satisfactorily in 28 days, including compensation payouts
- We will maintain a file on each dwelling, either/both on paper or electronic and ensure all information is treated in accordance with any data protection legislation
- We will produce and issue regular newsletters
- We will attend and promote community organised events
- We will establish a behaviour code for operatives and we expect our partners to abide by this code of conduct
- We will report all defects to the Project Management and report on any trends (common defects). From this, we will review and learn from our mistakes
- We will organise demonstration of all equipment installed
- We will check information gathered through Customer Surveys, mystery shoppers and telephone interviews with residents that our promises are being delivered!

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## Our service standard promise to residents – we will:

- We will take steps to ensure that the data that we hold about you on our database or in any other format is accurate, up-to-date and secure
- Our staff will be polite, friendly and courteous to you at all times
- We will pick up telephone calls within 5 rings. If the person that you are trying to contact is not available we will take a message and, where appropriate, ensure that they call you back within the same working day or that another member of staff deals with your call
- We will send an acknowledgement or response to all written correspondence, and any requests for information within 5 working days of receipt
- If you are dissatisfied we welcome your complaints and will respond to you within 10 working days of receipt of your complaint. We will resolve all complaints satisfactorily within 28 days including compensation claims
- We will fully inform you of all work to be undertaken to your home and advise you what preparations need to be made. We will ensure you have all necessary contact details and you will be given a Customer Information Pack
- We will notify you as to the date and time of any work to be undertaken. If we cannot keep the agreed appointment, we will let you know and we will offer an alternative date to suit you. All work will be done with the minimum of disruption
- All operatives will explain the reason and nature of the work they will be doing; they will keep noise to a minimum and will ensure all equipment and work tools are stored safely and tidily.

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## Accessibility and Resident Liaison Service

- We will employ liaison officers who will work with residents and our clients to understand and meet their needs. Our liaison officers will be a supportive advocate for all residents undergoing improvement work to their homes. We will actively promote mutual co-operation and respect throughout the work, ensuring residents are prepared regarding timely access and knowing what work will take place whilst meeting the challenge to deliver all promises made to improve their homes.
- We will be accessible to all residents by having a local delivery office. We will offer home visits by a liaison officer, at a time convenient to residents. We will be flexible and offer residents evening and weekend visits where required.
- We will provide Liaison Officers with mobile telephone contact numbers and a FREEphone point of contact for residents, to enable them to make enquiries and reach assistance at any time during the working day. We will also provide an out of hours service to ensure residents are able to contact us and speak to somebody in the event of an emergency.
- We will keep residents informed regularly – methods of communication include letters, telephone calls, e-mail, and newsletters. We will also communicate our activities to local housing offices through management teams and Tenant/Resident Support Groups.

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## Consultation

- We will work with and encourage resident involvement, respecting their views, choices and their contributions to our projects. We will keep residents informed at all stages of the process and we will work with them to improve our service. We will attend local tenant/resident support group meetings when asked and we will listen and act on all feedback received
- We will manage our projects with care and consideration for the environment, ensuring the health and safety of all employees, residents and our partners
- We will offer support and commitment to the communities with whom we work via activities such as our annual 'Community Day' and by working with local schools to promote positive awareness of our activities and its impact on local communities
- We will demonstrate added value by working with residents to provide timely access, deliver the agreed improvements to the highest standards whilst meeting the timescales and requirements of our Clients
- We will promote and respect resident feedback through the completion of satisfaction surveys. We will listen and act on all comments, both good and bad
- We will regularly review our targets through the use of Resident Satisfaction Surveys. We will monitor our performance against agreed Key Performance Indicators to achieve continuous improvement, whilst learning from any mistakes made
- By following these objectives we will demonstrate our commitment to providing customers with a quality service.

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## Site Induction – Customer Care

- Customer satisfaction and customer care go hand in hand.
- Customer satisfaction is a key performance indicator. KPI's are an important measure of how well we do the work and more importantly, how well the tenant's perceive you to be at your jobs. The KPI target influences work allocated to us on performance based contracts. If we do not meet the required standards for customer care and satisfaction, not only will we lose work and labour, we also lose our reputation. The tenant is asked to comment each and every time work is undertaken to their home. This means that the work you do is accountable and is reviewed monthly. (See attached completed customer care satisfaction form)
- We want to ensure that all operatives understand and work to our code of conduct – this essentially means that we expect all operatives, regardless of site or project, to abide and uphold our principles of customer care. We ask that you treat each tenant and their home with respect, care and consideration.
- We understand that not every property will be of a standard that we would live by; not every tenant will be polite, courteous and welcome us into their home. What we must do is work without judgement and prejudice, ensuring the qualities of workmanship are of the same high standards that you and I would expect.
- Underneath is a list of what we expect when working in occupied properties. You should always remember that you are working in somebody's home and you should respect it as if it were your own.
- Our staff, sub-contractors and operatives will:
  - 1 Introduce themselves giving a brief explanation of the work they are there to do, along with timescales and any likely disruption to services or property.
  - 2 Use Photo Identity Cards and ensure they are visible at all times.
  - 3 Keep appointments and if you are unable to keep it, let your immediate site supervisor know and if possible, the tenant.
  - 4 Use appropriate floor and furnishing coverings
  - 5 Clean up properly and promptly – do not expect the tenant to do it for you!
  - 6 Update tenant's on progress of the work – if there are any delays, let them know.
  - 7 Report damage immediately to your site supervisor – do not try to rectify yourself, it could lead to further claims.
  - 8 Return keys (where issued)
  - 9 Use clean overalls

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- 10 Stop work if the tenant is distressed and inform their site supervisor immediately.
  - 11 Stop work immediately in the event of any dispute with the tenant and inform your site supervisor. It is advisable to give an excuse such as 'I need to go and get some extra materials or tools' or 'I need to attend to an emergency call out at another property' Do not enter into an argument with the tenant, walk away.
- Our staff, sub-contractors and operatives will not:
    - 1 Smoke in the Property
    - 2 Use the WC without permission
    - 3 Use the home as storage for materials unless agreed with the customer. All materials must be stored safely and out of harms way. Do not block access paths or doorways with materials and waste.
    - 4 Make promises they cannot be kept – For example, 'I'll be back tomorrow' knowing you won't be or agreeing to extra work which has not been agreed.
    - 5 Use radios or other audio equipment
    - 6 Accept offers of work direct
    - 7 Expect canteen facilities
    - 8 Use customers telephones
    - 9 Use electricity without prior permission of the customer – remember some properties use token meters.