



What are our
**Customer
Service
Standards?**



This leaflet details the level of service standards that Viewpoint tenants and service users can expect. We recognise the way we provide our services can be as important as the service itself.

If you feel that we have not met a service standard in any way you can make a complaint using our formal complaints procedure. You can ask a member of staff for a copy of our complaints policy or you can access this online at www.viewpoint.org.uk/make-a-complaint

Customer Service Standards



We will answer all calls promptly with our standard greeting in a polite and friendly manner.

The standard greeting is:

- Good morning/Good afternoon
- Viewpoint Housing/Name of Complex
- (Staff members name)
- How can I help you?



We will acknowledge emails, texts, website enquiries, letters and telephone answering machine messages within two working days.

Acknowledgement may be by text, email, telephone, in person, via on site staff or in writing. If staff are out of the office when an email is received the out of office message will act as acknowledgement and provide alternative contact if the issue cannot wait.



We will respond to your letters, phone calls, emails and website enquiries within five working days.



We will wear ID when on site at all times and our contractors will either wear ID or have ID available to show tenants when asked.



We will offer interview facilities to you if you wish to speak to us in private. We carry out the majority of visits at home but if you would prefer to meet at an alternative venue then please let us know.



We will make appointments at a time that is convenient to you. You will be advised as soon as possible if the appointment cannot be kept.



We will contact you within 28 working days of an arrear showing on your rent account and we will offer you support and advice to resolve this.



We will send out your rent account statement once per year.



We will meet with tenants at each development on a quarterly basis and will deliver a copy of the action plan within 10 working days. This will let you know what we are planning to do in your area, the estimated timescales and the date of the next meeting.



We will provide timescales and other relevant information to you when you request a service from Viewpoint e.g. reporting a repair, making a complaint, processing a housing application etc.



We will publish plans for major works on an annual basis, showing the proposed work for at least the next three years. We will publish this in our newsletter, Newspoint.



Where specific plans or actions have been communicated to you and these cannot be met, we will inform you of the delay, reasons for the delay, and if possible, the revised timescale.



Interpreters, large print etc. will be used to communicate with you, where this has been requested.



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