



WATES LIVING SPACE Customer Care Policy



Our customer service charter sets out our commitments to all residents, leaseholders and all other key stakeholders who access our services. This charter has been developed and reviewed with residents. Their feedback helps us to understand what they expect from us so we can shape and monitor our services to suit their needs. We thank the involved residents from across our contracts who generously gave their time to review this, and other policy documents.

The key objectives of the Wates Customer Care Policy are:

- To provide the highest standard of customer care possible on every project
- To have courteous and well-trained staff who provide an effective resident liaison service
- To provide a code of conduct for staff, our operatives and contractors
- To provide an effective Resident Liaison Officer service which is empowered to always act in the resident's best interests
- To communicate in a range of accessible formats and languages which best meet the individual needs of residents
- To be consistent and act in accordance with our clients' policies, for example policies on complaints, performance reporting, data protection and equality and diversity.

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 or repair 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 residents, their homes and surroundings with respect; extending this courtesy to their neighbours
- We will inform the site team, our subcontractors 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 without barriers
- We will build trusting relationships with our clients, client representatives and resident structures 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 or that of our clients where requested to do so. We expect all complaints to be resolved satisfactorily in 28 days, including compensation
- We will maintain a file on each home, 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 which provide project updates and performance monitoring and will include use of social media to reach a wider range of residents
- We will attend and promote community organised events
- We will establish a behaviour code for operatives for every project 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 Resident Surveys, mystery shoppers and telephone interviews with residents that our promises are being delivered.

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Service Standard Promises



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.
- We will never sell your personal data to any third parties or external agencies
- Our staff will be polite, friendly and courteous to you at all times
- We will pick up telephone calls within five 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 five working days of receipt
- If you are dissatisfied we welcome your complaints and will respond to you within ten 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 where appropriate, you will be given a Resident 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.

Accessibility and Resident Liaison Service

- When needed, 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, an email address 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, email, and newsletters and use of social media. We will also communicate our activities to local housing offices through management teams and 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 work. 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 resident/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 residents with a quality service.

Resident Care

- Resident satisfaction and resident care go hand in hand.
- Resident satisfaction is a key performance indicator. KPI's are an important measure of how well we do the work and more importantly, how well residents perceive us to be at our jobs.
- The KPI target can influence work allocated to us on performance based contracts. If we do not meet the required standards for resident care and satisfaction, not only will we lose work and labour, we also lose our reputation. The resident is asked to comment each and every time work is undertaken to their home. This means that the work we do is accountable and is reviewed on a regular basis.
- 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 resident care.
- We ask that they treat each resident and their home with respect, care and consideration.



CUSTOMER CARE POLICY

Code of Conduct



Underneath is a list of what we expect of our staff, operatives and subcontractors when working in occupied properties. We always remember that we are working in somebody's home and we will respect it as if it were our own.

Our staff, subcontractors and operatives will:

- Introduce themselves giving an explanation of the work they are there to do, in a way that residents will understand along with timescales and any likely disruption to services or property
- Use Photo Identity Cards and ensure they are visible at all times
- Keep appointments and will keep the resident updated if there are any delays
- Use appropriate floor and furnishing coverings
- Clean up properly and promptly – we not expect the resident to do it for us!
- Update residents on progress of the work including any delays with the reason why
- Report damage immediately to the resident and to the Resident Liaison Officer
- Return keys (where issued)
- Work as quietly as possible
- Work safely ensuring residents clearly understand any health and safety risks associated with the work we are doing and what they need to do to keep safe
- Use clean overalls
- Stop work if the resident is unhappy

Our staff, subcontractors and operatives will not:

- Smoke inside a resident's home or inside communal facilities
- Use the WC or kitchen facilities
- Use the home as storage for materials. All materials must be stored safely and out of harm's way. We will not block access paths or doorways with materials and waste.
- Make promises they cannot be kept – for example, agreeing to extra work which has not been authorised
- Use radios or other audio equipment
- Accept offers of work direct
- Use residents telephones
- Use electricity without prior permission of the resident – some properties use token or credit meters
- Leave communal doors and gates open after it has been used for access
- Park inconsiderately
- Use offensive, defamatory, rude language or behave in a way which is likely to cause offence.

