

# Our Customer Promises and Commitments

Providing an Excellent  
Customer Experience



## Our Promises to You

We will make it easy for you to deal with us	We will always be helpful
We will always treat you with kindness and respect	We will do what we say we will
We will work to find the best possible outcome for you	We will provide you with a great customer experience

## Getting in Touch



When you call our Contact Centre, we will aim to answer your call within 1 minute

When you email us, you will get a personal response within 2 working days



When you visit our office with an appointment, we will ensure that a member of the team is there to meet with you

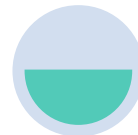
When you write to us, we will acknowledge your letter within 3 working days of receiving it



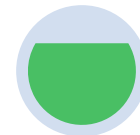
## Getting Things Done - Timescales



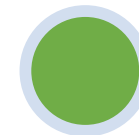
1. We will aim to resolve things there and then



2. If we can't resolve things right away then we will make contact within 3 working days with an update or resolution



3. If your case is still open then we will agree the timescale for the next contact (update or resolution) with you. This will be no more than 5 working days after our last contact



4. We will repeat this process of updates until resolution

Some queries take a little longer to deal with. If this is the case, we will explain the timescales to you and keep you up to date with progress

# Other timescales to be aware of



## Repairs

- Emergency Repairs – 4 hours
- Urgent Repairs – 72 hours
- Routine Repairs – 10 working days

## Complaints

- Timescales are set by the Scottish Public Services Ombudsman (SPSO)
- Stage 1 – Response within 5 working days
- Stage 2 – Acknowledgment within 3 working days and Response within 20 working days



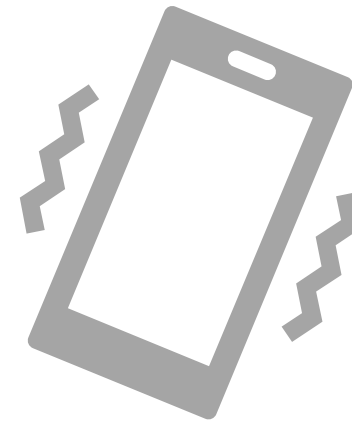
# Some things can take a little longer....



There are a range of services that we provide that can have longer timescales to resolve. Some examples are:

- Requests to make an alteration to your home
- Requests for an adaptation to your home
- Investigating neighbour disputes or reports of anti-social behaviour
- Processing housing applications, including mutual exchanges, successions and assignments

We will always aim to keep you up to date throughout the process



# Monitoring our performance

- Customer Promises
  - We measure our performance against our Customer Promises through short surveys that are sent to customers following interactions with us
  - We publish the results on our website on a quarterly basis
- Customer Commitments
  - We use a CRM (Customer Relationship Management) system to manage all customer requests
  - This allows us to monitor how long cases have been open and when the last update was provided to the customer
  - We publish the results on our website on a quarterly basis

# Contact Us

- Our dedicated, in-house Contact Centre can deal with any enquiries. You can contact them by phone or email
  - 01698 268855
  - [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk)
- Further information on all of our services is also available on our website
  - [www.cvha.org.uk](http://www.cvha.org.uk)