

# Grosvenor Hart Homes: Customer Service Policy

# Grosvenor Hart Homes

## Customer Service Policy

### Introduction

Grosvenor Hart Homes Limited (GHH) is committed to providing a consistently good level of service to all our customers.

We recognise that a positive customer experience arises from consistency of service, clarity and transparency in the information we provide and decisions we take, and acting upon the commitments we make. GHH will always aim to learn from customer feedback.

Our customer service policy sets out what customers can expect from us, whether they are a tenant, are in receipt of a service, is affected by a service that we provide, or may potentially receive a service from us.

This Policy explains how we will listen to our customers, so that their views, needs and expectations shape how our services are delivered. It also explains how we will be accountable to customers for the quality of our services we deliver.

We will always take a “Customer first” approach in the development of all service reviews and learning from service failures.

We will ensure that our approach to customer service complies with the requirements of the Regulator of Social Housing, the Housing Ombudsman and other legal requirements.

GHH aims to deliver best in sector services and recognise this will only be achieved by working closely with tenants and ensuring their feedback shapes all aspects of what we do. As a new Registered Provider of social housing, we will formally consult our tenants on this policy and will revise our approach as required.

We always welcome feedback on any of our policies, procedures or services. If you have any comments, compliments or complaints about this policy, please let us know. Feedback may be made in one of the following ways:

- by telephone on 01244 563777 (core office hours: Monday-Friday, 9am-5pm)
- in person at any of our offices
- via our website [Hart Homes \(grosvenor.com\)](https://www.grosvenor.com)
- in writing to any of our offices
- by email to [tenant.support@grosvenorhart.com](mailto:tenant.support@grosvenorhart.com)

### Principles that underpin our approach to customer service

We will listen to our customers and act accordingly.

We will deliver consistently high standards of service.

We will be accessible, reflecting the different ways in which people choose to access services and the different needs of our customers.

We will be responsive, endeavouring to respond quickly and effectively, and adapt our services to meet the evolving needs of our customers.

We will proactively engage tenants and other customer groups, as well as with external partners and agencies, to help influence and improve service delivery across all properties we own or services we provide.

## Customer service standards

1. We commit to treat you with respect:

- respond promptly to requests for service
- be polite, treat you with respect and value you as a customer
- take time to listen to you to understand your needs and expectations
- be clear about what we can and cannot do
- be clear about when you can expect things to be done
- explain clearly when there is a problem
- protect your personal information

2. We commit to getting it right:

- endeavour to deal with your request the first time you contact us
- be respectful in your home and will wear correct identification
- say sorry if we make a mistake and put things right
- learn from our mistakes
- strive to deliver value for money in everything we do

3. We commit to ensuring the security and protection of the personal information that we process and to provide a compliant and consistent approach to data protection.

We may also agree local offers for service delivery with our customers.

## How and when we can be contacted

We can be contacted in the following ways:

- Our offices
- Telephone
- Email
- Text message (SMS)
- Website
- Post

We will meet you in your home if you prefer.

## Emergencies and out of hours

We recognise that issues can occur at any time and customers may want or need to contact us outside of our core operating hours.

Outside of our core operating hours, we will ensure that the following services are available to customers:

- Self-service digital repair reporting
- Emergency repairs service for all tenants

Emergency repairs will be responded to within 24 hours and sooner if possible. . This is in accordance with our repairs and maintenance policy.

## When things go wrong

We recognise sometimes customers will be dissatisfied with our service and will want to make a complaint.

We will seek to resolve all complaints fairly, promptly and to the customer's satisfaction. We are committed to learning from complaints and ensure they are used to inform service improvements.

Full details of our approach can be found in the GHH Complaints Policy.

## Suppliers, contractors and other organisations that provide services on our behalf to customers

We will share our expectations of customer service with contractors, suppliers and other organisations that provide services on our behalf and monitor the quality of their services, including through feedback from our customers.

The ability to deliver a good customer service to our customers will be an important consideration when we select or procure new suppliers and contractors.

## Being accountable to customers for our performance

We will publish information about our performance against our service standards, relevant policies and delivery of our strategies which impact on customers. This includes the Tenant Satisfaction Measures (TSMs) which the Regulator of Social Housing requires us to collect (including those below).

Information will be published in newsletters and other formats as appropriate.

We will also provide opportunities for customers to scrutinise and hold us to account for our performance. Details of our approach can be found in our Tenant Involvement Policy.

Each year we will publish an annual report for customers which contains, as a minimum:

- complaints, including their number and nature and the outcome of the complaints
- wider learning and improvements arising from complaints
- our self-assessment against the Housing Ombudsman's complaints handling code
- information about repair and maintenance budgets
- performance against the Regulator's Tenant Satisfaction Measures

## Performance measures

As a minimum, we will collect and report the following measures, by carrying out an annual survey of all tenants. These are all Tenant Satisfaction Measures (TSMs) which the Regulator of Social Housing requires us to collect:

- Overall satisfaction (TP01)
- Satisfaction with repairs (TP02)
- Satisfaction with time taken to complete most recent repair (TP03)
- Satisfaction that the home is well maintained (TP04)
- Satisfaction that the home is safe (TP05)
- Satisfaction that the landlord listens to tenant views and acts upon them (TP06)
- Satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)
- Agreement that the landlord treats tenants fairly and with respect (TP08)
- Satisfaction with the landlord’s approach to handling complaints (TP09)
- Satisfaction that the landlord keeps communal areas clean and well maintained (TP10)
- Satisfaction that the landlord makes a positive contribution to neighbourhoods (TP11)
- Satisfaction with the landlord’s approach to handling anti- social behaviour (TP12)

We will follow the Regulator’s prescribed approach for conducting this survey. On publication we will state the response rate and our methodology on areas where we have discretion.

We will cross check the mix of respondents with our tenant profile data and take steps to check accuracy if our full tenant base is not represented in the responses. We will report any issues identified that may have affected the responses received.

## Review schedule

This policy will be reviewed every three years or more frequently as a result of feedback obtained, internal/external audits and change in legislation or regulatory requirements. This process ensures the policy’s continuing suitability, adequacy, and effectiveness.

The Housing Director has responsibility for this policy, and ultimate responsibility for performance and compliance sits with the board.

<b>Current version</b>	<b>Date approved</b>	<b>Date for review</b>	<b>Document owner</b>
1.1	27.06.23	27.06.24	Karl Dean
1.2	04.07.24	04.07.27	Karl Dean