

woven

Principles of Customer Care and Standards of Customer Service

CUSTOMER SERVICES

INVESTORS IN PEOPLE®
We invest in people Gold

CUSTOMER
SERVICE
EXCELLENCE®



Principles of Customer Care

The principles of Customer Care provide the foundation on which the Standards of Customer Service are built.

All customers:

- We will treat you with respect - courteously, fairly and equally - and provide you with choice.
- We will answer your calls and correspondence with us promptly and aim to connect you with the person who is best able to deal with your enquiry.
- We will greet you respectfully, identify ourselves properly and treat your enquiries with due attention and confidentiality.

Our Tenants:

- We will provide you with and comply with the Tenancy Agreement, Tenant Handbook, and all information relevant to your tenancy.
- We will maintain your property in line with our commitments.
- We will provide clear, up to date and relevant customer information. We will ensure it is published, distributed (where applicable) and/or made available online.

Standards of Customer Service

Our categories of Standards of Customer Service aim to meet one or more of the five criteria for Customer Service Excellence:

Key: Each CSE criteria is indicated by colour alongside any standard it is applicable to.

- **Customer Insight**
- **The Culture of the Organisation**
- **Information and Access**
- **Delivery**
- **Timeliness and Quality of Service**

Respect: We will...

...treat you, and expect to be treated in return, with respect - it forms the basis of all our interactions;

...treat you, and expect to be treated in return, courteously and helpfully.



Equality: We will...

...treat all people fairly and equally regardless of age, gender, religion, political opinion, race, marital status, dependent status, sexual orientation or ability / disability in accordance with our Equality duty under Section 75 of the NI Act 1998.



Choice: We will...

- ...offer you choice as far as possible in relation to all service areas including allocations, maintenance and complaints;
- ...where possible and reasonable, offer alternative format of information, including translation and interpreting services;
- ...provide core services online to ensure convenience and choice and, if you have additional needs, endeavour to supply specialised services and accessibility.



Introduction and Identification: We will...

- ...address you by your name (when known);
- ...fully introduce ourselves before commencing any discussions with you;
- ...when meeting customers, wear name badges or carry appropriate, verifiable ID;
- ...give notice of alterations to office opening hours (Belfast and North West 8:45am - 4:45pm Monday to Thursday, 8:45am - 4.30pm Friday*) and change messages accordingly;
- ...display the opening times of residential offices;
- ...supply names and contact details in letters / emails;
- ...attend to you within two minutes of your arrival at our offices and, if you have an appointment, a member of the relevant team will see you within five minutes of your arrival (ten minutes, if you do not have an appointment);
- ...if unable to deal with your enquiry during your visit, respond within three working days and if we cannot directly assist, we will explain why and attempt to refer you to the appropriate body.



Confidentiality: We will...

...not ask you for personal information unless it is relevant to your enquiry;

...ensure our employees are trained and equipped regularly on up to date data protection legislation and best practice;

...where available, provide interview rooms to ensure privacy;

...handle all information you provide confidentially and in accordance with Data Protection law, as outlined in our Customer Privacy Notice.



Correspondence: We will:

...aim to respond to your letters and emails as soon as possible after receipt of your correspondence and aim in all cases to respond within our standard of 5 working days:

...in rare cases, where it is not possible to respond fully within 5 working days, send an acknowledgement, explain the reason for the delay and respond in full within 15 working days from receipt of your correspondence;

...send an automated reply to website correspondence, a personal acknowledgement on the first working day after receipt and a response from a relevant staff member within 5 working days from the acknowledgement;

...respond directly to all social media comments and organise response with relevant staff.



*In 2023 with the move to new offices, working hours were introduced to improve efficiencies across teams with set office days and days assigned to on-site, tenant calls etc. Offices are closed to the public on Fridays. Tenant notifications were sent out and displayed online.

Telephone: We will...

...endeavour to answer all calls within 3 rings;

...greet you appropriately so that you know you are through to a member of the Woven Team;

...give you the option to leave a voicemail message, where the person you wish/need to speak to is not available to take your call;

...call you back within 2 working days of receiving your message;

...offer you translation and/or interpretation services on request.



Complaints: We will...

...acknowledge complaints within 5 working days and aim to respond in full within 15 working days. (On occasion, additional time may be necessary.);

...produce, publish and make available in print and online, a clear and comprehensive Complaints Policy and Procedure.

...apologise where mistakes have been made and aim to put matters right as soon as possible.



Publishing information: We will...

...provide clear, up-to-date, relevant information in plain English and annual performance data against standards and targets;

...publish hard copy information where applicable and ensure availability of all relevant material online;

...ensure that appropriate Association publications are available in our offices and receptions;

...keep our website up to date and provide relevant online information in an easy navigable and accessible format;

...use our social media platforms to signpost tenant services and information.



We are committed to delivering all our housing, maintenance and community services in line with Standards in this document.

Tenant Services: We will...

...provide tenants with a property suitable to their needs and with appropriate, fully functional amenities and services;

...if eligible, place you on the waiting list within four weeks of applying for a transfer of accommodation;

...let you view your home before accepting it;

...conduct a thorough sign-up process ensuring all information is supplied at the commencement of tenancy and conduct a survey four weeks from commencement of your tenancy;

...provide you with, and comply with, a Tenant Handbook and Tenancy Agreement;

...consult with you on any major changes in the way we manage your tenancy or regarding any building work planned for your home;

...promote and support a range of tenant involvement and engagement mechanisms;

...provide a Response and Planned Maintenance service for the upkeep of properties and we will complete all repairs and work within agreed timescales.



Performance

Performance against the standards in this document is measured through a series of surveys across all our service areas. The outcomes of those surveys, along with additional customer service information is produced yearly in our Here's What You Said publication and shared on our website.

We welcome comments and feedback from tenants in the area of customer service and if you wish to get in touch, please use the contact details below.

Do you require this information in an alternative format?



This leaflet can be viewed or 'listened to' on our website in the language of your choice by using the ReachDeck toolbar. Look for the 'little man' symbol.

We also work with Language Line to offer an interpreting service, where needed.

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woven's office hours are:
08:45 to 16:45 Mon to Thurs
08:45 to 16:30 on Fridays

