

Our Customer Service Charter



Our Customer Service Charter - We want to pro

For our Quickest Service – Use My Home (and go Paper Free)!

You can access your My Home account 24 hours a day, seven days a week. Most day to day transactions (like booking a repair appointment or paying rent) are self-service so there's no waiting for a phone to be answered or for us to write back to you. Don't forget to go paper free too, so if we do write to you, you receive our letter instantly with no more waiting for the postman!

The response times below are the times we aim to meet after we receive your enquiry, so exclude any time your enquiry spends in the post. So, if you can, don't send things to us by post – that takes time and costs you (and us) money – simply send it direct from your My Home account. We will receive it there and then if our office is open, if not we'll get it as soon as we open on the next working day.

Using My Home and going Paper Free can reduce the time from when you send us your enquiry to receiving our response by several days!

Unless otherwise stated, all of the target response times below are from the date we receive your enquiry.

Written Communication	Target response time (all within)
Time taken to reply to your letter (including those sent to us using My Home)	5 working days
If we cannot reply to your letter in 5 days, we will let you know we've received it and respond in full	10 Working days
Statutory Requests (for example an application for an exchange, to add a joint tenant, sublet, etc:	
Acknowledgement	2 working days
Full response	20 working days
Respond to your texts	1 working day
Reply to your comments on Facebook	1 working day



provide great service and have set ourselves targets for response

Full Tenant Consultations		Target response time <i>(all within)</i>
Respond to individual comments		20 working days
Feedback to all tenants on outcome		3 months
Complaints		
Stage 1	Full response	5 working days
Stage 2	Acknowledgement	3 working days
	Full response	20 working days
Appeals Against Decisions		
1st Appeal	Acknowledgement	2 working days
	Full response	10 working days
2nd Appeal	Acknowledgement	3 working days
	Full response	20 working days
Neighbour Complaints – initial response to complaint		
Category A – very serious, e.g. violence involved		3 working days
Category B – serious or persistent issues		5 working days
Category C – routine		10 working days
Repairs		
Routine repairs		10 working days
Urgent repairs		3 working days
Emergency repairs		2 hours
Phone Calls		
Answer the telephone		6 rings
Respond to your voicemail message		1 working day
Office Meetings		
By appointment		We will see you on time
Appointment required		You will get an appointment within 1 week



Our Staff Will:

- Always tell you who you are speaking to and, out of the office, show you identification
- Be friendly, polite and professional at all times
- Treat you fairly and with respect
- Be fully trained to do their jobs
- Always maintain confidentiality
- Arrange appointment times to suit you wherever possible and not keep you waiting
- Listen to you and respond to your needs as quickly and efficiently as possible
- Do what they say they will and keep you informed
- Give you clear and accurate explanations about any decisions we have made
- Tell you if we cannot help and try to direct you to someone who can
- Do their best to meet our Customer Care targets
- Provide a range of ways for you to access our services, including digital services

What We Expect of You:

We need your help to provide an excellent service and we think that it's reasonable to ask you to:

- Use your My Home account for day to day enquiries and services if you can
- Go paper free if you can – it saves time and money
- Be polite and courteous to our staff and treat them with respect
- Never shout at, abuse or threaten our staff
- Be prepared and have any documents or information you may need close at hand
- Make an appointment before visiting the office if you wish to speak with a specific member of staff
- Let us know if you can't keep an appointment
- Give us the information we ask for so that we can help you
- Comply with all reasonable requests made by our staff
- Appreciate that there will be times when we are unable to help you
- Let us know when we get it wrong and help us to put things right to your satisfaction

What to Do If We Don't Meet Your Expectations:

If you are not satisfied with the service you have received from us, you can:

- Make a formal or informal complaint via My Home, our Live Help service or by telephone, letter, e-mail or in person
- If you have made a formal complaint and have gone through our Complaints Procedure, and still feel your complaint has not been resolved, you can contact the Scottish Public Services Ombudsman. For more information see our Complaints leaflet.



PRAISE



GRUMBLE



Our Contact Details

Through your My Home account:

<https://myhome.elha.com>

Website: www.elha.com

www.homehunt.info
(Homehunt only)

E-mail: enquiries@elha.com
(general enquiries)

By post or in person:

East Lothian Housing Association
18-20 Market Street
Haddington
East Lothian
EH41 3JL

Telephone: 01620 825032 (Main switchboard)
03000 999 247 (Repairline)
01620 828415 (Homehunt)

Fax: 01620 826596

SMS: 'elha' and then your message to 88222
(message charged at standard rates)

Office opening hours:

Monday, Wednesday & Thursday:
9am to 4.30pm

Tuesday: 10am to 4.30pm

Friday: 9am to 4pm

Live Help opening hours:

Monday, Wednesday & Thursday:
9am to 12 noon and
2pm to 4.30pm

Tuesday: 2pm to 4.30pm.

Friday: 9am to 12 noon and
2pm to 4pm

elha.com
east lothian housing association



18–20 Market Street, Haddington, East Lothian EH41 3JL

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