

Our Commitment



Scottish Charity No. SC020981

Our Commitment to providing a high quality service

Angus Housing Association is committed to providing a high quality service. Where we cannot provide a service, we will advise of the best Agency to go to and where applicable, refer the Customer to this external service. We will provide a consistent and fair service, strictly recognising equal opportunities. We will not discriminate against any group, including race, religion, sexuality, age, gender, disability and those with a criminal record.

As part of our commitment to our Customers, we have set the following standards:-

Our Offices

- We aim to make all our offices as accessible as possible to everyone but particularly for those with impaired mobility and parents with young children
- Tenants will be able to call at our offices without prior appointments. However as the Member of Staff they may wish to see may not be necessarily available, we would recommend you make an appointment whenever possible
- We aim to have convenient and publicised office opening hours and will consult with Customers before altering hours
- We aim to ensure that our offices are welcoming, clean, tidy and secure. We aim to provide comfortable seating, reading material and displays of useful information on Angus Housing Association and other organisations services
- We will provide private interviewing facilities

Staff

- Will identify themselves, be courteous, friendly, open and helpful at all times
- Will deal with Customers in a sensitive, respectful, understanding, patient but firm and professional way
- Will deal with our Customers confidentially and will offer private interviewing rooms
- When a Member of Staff is unavailable, we will offer an alternative Member of Staff or take a message. We will also be willing to carry out a home visit
- Will treat Customers homes with respect

Letters

- We will respond to letters within 10 working days unless otherwise specified
- We will write letters in a clear, friendly and open way using everyday language, avoiding the use of jargon and abbreviations
- Where appropriate, we will ensure that written information is provided in special formats – eg large print, ethnic languages etc

Telephone

- We aim to respond to all telephone calls promptly – normally within 6 rings
- The name of the person responding will always be given
- Where the call is to reception, then the call will be forwarded to the appropriate Member of Staff
- When the call is put through to the Staff Member, either the Staff Member will answer the call promptly or a message can be left on voicemail
- Telephone messages will normally be returned within two working days
- Where the Staff Member will not be in the office for more than two working days then the appropriate message will be left on the voicemail facility or the call will be re-directed to another Member of Staff
- During “out of office” hours, details of our emergency numbers will be available on the answer phone message

Information

We will:-

- Provide Tenants Handbooks
- Provide information on the full range of Tenants Rights and Responsibilities
- Deal with all information we receive and retain in a confidential manner
- Provide information on our performance annually

Repairs

We will:-

- Meet all our legal and contractual obligations under the Housing Acts and your Tenancy Agreement
- Provide a 24 hour reporting service to deal with emergency repairs
- Offer am and pm appointments where possible to carry out routine repairs
- Allocate a category to every repair request and let you know the timescale for carrying out the repair
- Ensure that our Contractors comply with our Code of Conduct when working in your home
- Provide a satisfaction survey with every repair ordered
- Provide an annual gas serving and safety check
- Maintain the exterior painting of your home on a 6 year cycle
- Provide the Contractor with the necessary information to carry out the repairs to your satisfaction
- Provide carbon monoxide detectors to all houses where there is a gas supply

Complaints and Compensation

- We are open to receiving suggestions, comments or complaints in the manner in which we provide our services, our policies etc, all of which will be treated seriously and given proper consideration
- We will always try to deal with complaints informally. We have a formal complaints procedure and leaflets and/or policy are freely available at our office receptions

- Angus Housing welcomes complaints and sees them as an opportunity to make our services better.
- We will offer fair and equitable compensation where our service has been seriously at fault and Tenant(s) have suffered because of it
- We will let our houses in a way that promotes balanced and sustainable communities

Confidentiality – GDPR

- We will ensure that all information is kept strictly confidential
- Tenants will have access to the information kept on them. Tenants will be requested to give at least 5 days notice if they wish to access their file. There may be an administrative charge for this service
- We reserve the right to withhold information that is confidential, may refer to a third party and may be detrimental to that third party
- Our Board of Management will not have access to any information on Tenants, Owners or Applicants
- Information on Tenants will not be passed on to other Agencies without the permission of the Tenant or unless there is a legal requirement to do so

Tenant services

- We will have Staff available to deal with urgent enquiries every day
- We will ensure that when you move into your home that the decoration is reasonable or if not, we will offer a decoration allowance
- We will carry out an early settling in visit to your home within 4-6 weeks for all new Tenants
- We will handle complaints about nuisance and breaches of Tenancy conditions confidentially, sensitively and firmly using appropriate legal action where necessary
- We encourage Tenant and Resident participation and will provide an annual budget for such participation
- We will promote specialist services to Tenants who may require adaptations to their homes due to disability
- We will monitor and review service provision through continuous Tenant feedback surveys

Angus Housing Association Limited

93 High Street, Arbroath
 Angus DD11 1DP
 Tel 0345 177 2244
 Email admin@aha.org.uk

The Square, Ormiston Crescent
 Dundee DD4 0UD
 Tel 0345 177 2244
 Email admin@aha.org.uk