



Ardenglen Customer & Community Promise

"Our commitment to delivering accessible, respectful and high-quality services."

Our Values

At Ardenglen Housing Association, our values are at the heart of everything we do. They guide how we work with our customers, communities, partners, and each other.



Customer and Community Focused

We place our customers and communities at the centre of our decisions and services. We listen, respond, and work collaboratively to understand and meet the needs of the people we serve.

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Accountable

We take responsibility for our actions and decisions. We are open, honest, and transparent in the way we deliver services and will always seek to explain our decisions clearly.

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Treating Our Customers with Respect

We will treat everyone with dignity, fairness, courtesy, and empathy. We value diversity and are committed to creating positive experiences for all customers.

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Making a Difference

We are committed to improving lives, strengthening communities, and delivering services that have a positive impact on our customers and neighbourhoods.

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Innovative

We embrace new ideas, technology, and ways of working to improve services, increase efficiency, and deliver better outcomes for our customers.



Equal Access to Services and Opportunities for All

We are committed to equality, diversity, and inclusion. We will ensure our services are accessible and fair, and that everyone has equal opportunities to access the support and services they need.

Our Customer Service Commitment

Our values shape the standards of service our customers can expect from us.



Your Personal Data

We are committed to compliance with relevant data protection legislation.



We Will Be Accessible



- Provide a range of ways for customers to contact us.
- Offer support to customers who require assistance accessing our services.
- Provide information in clear, accessible formats.
- Make reasonable adjustments to meet individual needs.
- Promote equal access to services and opportunities for all.

We Will Treat You with Respect



- Be polite, professional, and approachable.
- Listen carefully to your views and concerns.
- Treat all customers fairly and without discrimination.
- Respect your privacy and confidentiality.
- Value and recognise the diversity of our communities.

We Will Communicate Clearly



- Use plain language and avoid jargon.
- Provide accurate, timely, and consistent information.
- Explain decisions and actions clearly.
- Keep customers informed about repairs, complaints, applications, and service requests.
- Be open and honest when things do not go as planned.

We Will Take Ownership



- Take responsibility for resolving enquiries and issues.
- Follow through on commitments we make.
- Work across teams to provide effective solutions.
- Learn from complaints, feedback, and customer experiences.
- Be accountable for the quality of our service delivery.

We Will Continuously Improve



- Seek customer feedback on our services.
- Use feedback and performance information to drive improvement.
- Explore innovative approaches to service delivery.
- Share learning across the organisation.
- Strive to provide services that make a positive difference to our customers and communities.

We will listen and involve you



- Encourage feedback, compliments, comments, and complaints.
- Make it easy for customers to tell us about their experiences.
- Involve tenants and residents in shaping and improving services.
- Use customer insight to influence decision-making and service development.

Our staff will

- Be friendly, polite and willing to help
- Always provide their name & show identification when needed
- Act in a professional manner
- Respect your right to confidentiality
- Treat customers equally & fairly
- Be honest & realistic to help manage customer expectations
- Always come back to you if we do not know the answer to initial enquiry



Our office will

- Be open Monday, Tuesday, Thursday 9am–5pm, Wednesday 9am–12noon & Friday 9am–4pm (customers will be notified of closures for holiday or training);
- Display our opening times and emergency contact information for key services;
- Be clean, comfortable and welcoming;
- Contain up to date leaflets, newsletters, service information;
- Be accessible to all.

The same customer service standards and expectations set out in this document also apply to customers who visit, attend an appointment, or access services at our **Community Hub, 6 Ardencraig Street**. We are committed to providing the same welcoming, respectful, accessible and high-quality service at this location.

What We Ask of Our Customers

To help us provide the best possible service, we ask customers to:



Treat our staff, contractors, and other customers with respect.



Work with us to resolve issues constructively.



Provide accurate information when contacting us.



Keep appointments or notify us if arrangements need to change.



Refrain from smoking during home visits.



Keep pets under control during home visits.



Understand that we may not always be the appropriate organisation to help with every issue, but we will always signpost you to someone who can provide support where possible.



Ensure all communication with us, including emails and text messages, is appropriate and respectful.



Notify us of any changes to your contact information, including your email address and mobile number.

Monitoring Our Standards

We will regularly review our performance against these standards through:

- Customer satisfaction surveys.
- Complaints and compliments monitoring.
- Customer engagement activities.
- Performance reporting.
- Service improvement reviews.

We will use this information to improve services and ensure we continue to meet the needs and expectations of our customers and communities.



Our Promise

At Ardenglen Housing Association, we are committed to delivering services that are customer and community focused, respectful, accountable, innovative, and accessible to all. We will work in partnership with our customers to provide high-quality services and make a positive difference in the communities we serve.



Service Standards and Response Times

The following standards set out the level of service our customers can expect from Ardenglen Housing Association.
(see over)



General Customer Services

Service	Our standard	Timescale
Answering telephone calls	Calls will be answered promptly and professionally	Within 60 seconds, then click to voicemail
Returning telephone messages	Calls will be returned where a response cannot be provided immediately	1 working day
Acknowledging emails	All emails will receive an acknowledgement	1 working day
Responding to emails	Full response provided or progress update issued	5 working days
Responding to letters	Full response provided	5 working days
Responding to text message	Responded to within	1 working day
Website / Portal enquiries	Online enquiries responded to within	2 working days
Complaints Stage 1	Frontline resolution response	5 working days
Complaints Stage 2 acknowledgement	Written acknowledgement issued	3 working days
Complaints Stage 2 response	Written investigation response issued	20 working days
Feedback & Compliments	Acknowledged and recorded	3 working days
Service disruptions or changes	Customers notified	Same day
Social Media Messages	Will be responded to	3 working days



Service	Our standard	Timescale
New tenancy sign-up	Tenancy commencement arrangements completed	Before or on the day of tenancy starting
New tenant visits	Pre survey sent and visit carried out	Within 6 weeks
Housing Application Submitted	This will be processed	10 working days
Tenancy Change Request	Decision to be made	28 days
Appointment with Housing Officer/ Assistant	To be arranged within	3 working days (duty system also operates daily)
Tenancy enquiries	General tenancy enquiries responded to	5 working days
Neighbour complaints	Investigation to begin within	2 working days
	Category A responded to	20 working days
	Category B responded to	40 working days
	Category C responded to	110 working days
Estate Management Complaints	Category A responded to	10 working days
	Category B responded to	20 working days
	Category C responded to	40 days
Estate inspections	Carried out on a rota basis	Weekly (in addition 3 customer / staff walkabouts yearly)
Customer Engagement Enquiries	To be responded to within	5 working days
Financial Inclusion Appointment (includes energy & digital assistance)	To be offered within	5 working days (drop in also available weekly for digital and financial inclusion)



Asset Management & Repairs Service

Service	Our standard	Timescale
Emergency repairs	Repair completed or made safe	4 hours
Urgent repairs	Repair attended and completed	3 working days
Routine repairs	Repair attended and completed	7 working days
Repair inspections	Appointment offered and confirmed	5 working days
Damp & mould inspections	Appointment offered and confirmed	2 working days
Repair updates	Customer informed of delays or changes	2 working days
Gas servicing appointments	Appointment arranged	Annually
Electrical safety inspections	Inspection completed	5 yearly
Planned Investment Work	Advance notice given	10 working days



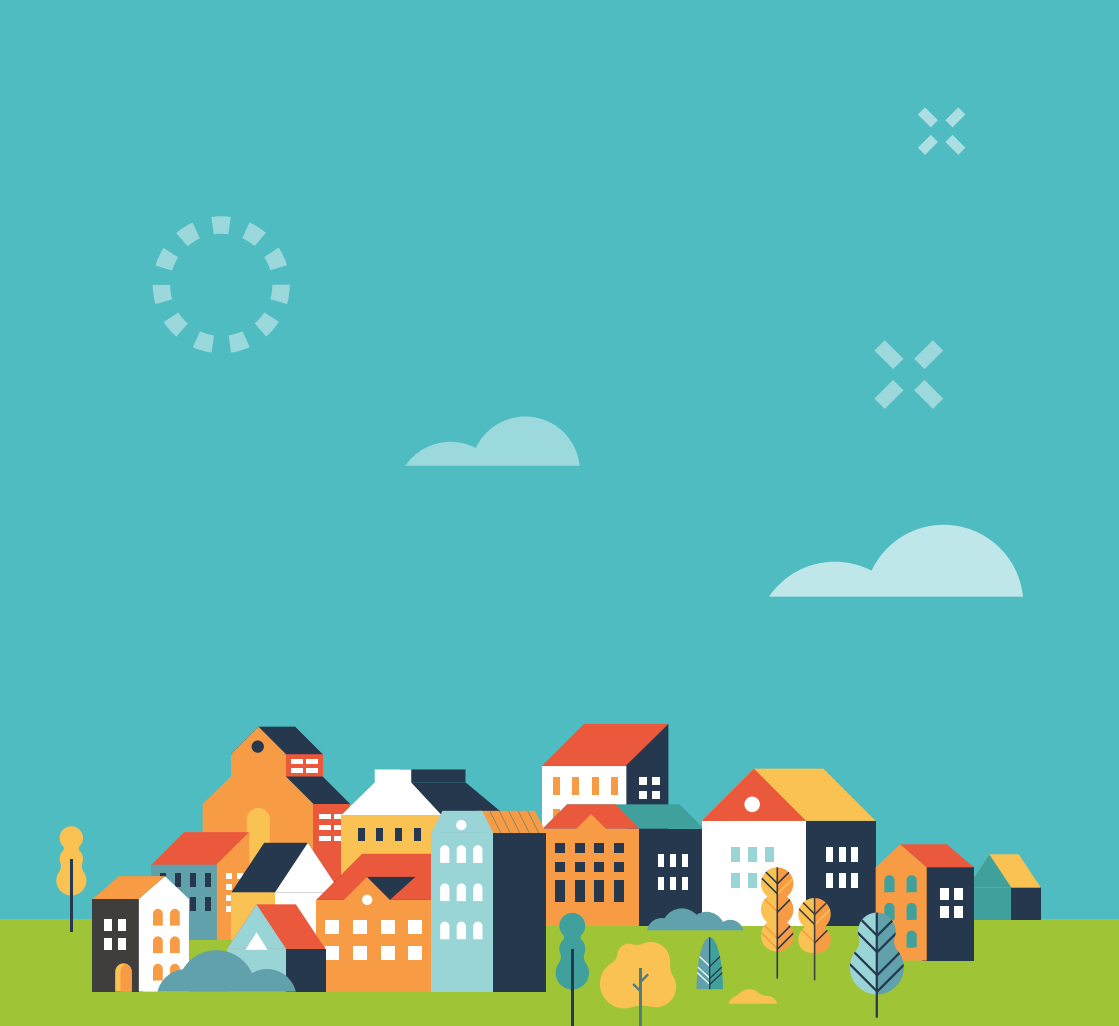


Service	Our standard	Timescale
Freedom of information Requests (FOI)	Response will be provided within	20 working days
Environmental Information Regulation (EIR) Requests	Response will be provided within	20 working days or 40 working days if more complex
Subject Access Requests (SAR's)	Response will be provided within	One calendar month or up to 3 months for more complex/multiple requests
Factoring enquiries emails	Email acknowledgement	1 working day
Factoring enquiries	Enquiries responded to	5 working days
Communal repair reports	Initial response provided	3 working days
Invoice and account queries	Response provided	3 working days
Owners' meetings requests	Arrangements confirmed	3 working days
Newsletters	To be issued	4 times per year

Monitoring and Reporting

We will review our standards every three years in consultation with customers, staff and the Board. Each year, we will carry out a customer service survey and analyse complaints and feedback to measure our performance against these standards. Where standards are not met, we will identify learning and make improvements to strengthen customer experience and service delivery.





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