

HORIZON HOUSING ASSOCIATION LIMITED	CORPORATE POLICY
TITLE	CUSTOMER SERVICE POLICY
DATE OF APPROVAL	MAY 2007
DATE OF REVIEW	MAY 2010

1. INTRODUCTION

The purpose of this Policy document is to set out the Association's commitment to providing the highest level of customer service possible.

This policy has been designed to integrate with and contribute to the achievement of the Association's vision and corporate objectives.

Providing a high level of Customer Service is crucial to the organisation in order to satisfy the needs of our wide and diverse customer base. To this end, we will actively seek to involve all of our customers in the enhancement and improvement to all of the services that we provide.

2. We are committed to achieving our vision through:

- The provision of a top quality, effective and efficient service to all of our customers.
- Ensuring that all staff are adequately trained and professional in the service that they deliver.
- Ensuring that all of our customers are treated with courtesy, respect and consideration at all times.
- Ensuring that the services we provide are fair and free from discrimination.
- Ensuring that we treat all information confidentially.
- Ensuring that the views of our customers are sought on a regular basis, listened to and where appropriate, acted upon.
- Being responsive to the needs of our customers.

3. CUSTOMER INVOLVEMENT

We are committed to the involvement of our customers in all areas of the Association's business. We will actively encourage this involvement in the following ways:

- Membership of the Association.
- Membership of the Association's Management Committee.
- Quarterly tenant newsletters.
- The provision of a website to access information.
- Carrying out independent surveys and questionnaires.
- Issue of satisfaction questionnaires following repair works being completed.
- Accessibility to the Association via telephone, written communication, in person and e-mail.

4. SERVICE STANDARDS

These standards are defined in our Customer Services Charter which is issued to all of our customers.

5. EQUAL OPPORTUNITIES

The Association is committed to providing equality of opportunity to all persons in every aspect of its activities and opposes all forms of discrimination on the grounds of race, colour, nationality, ethnic or national origin, disability, religion, age, gender, marital status, family circumstances, political or sexual orientation or social background.

Further details can be found within our Equal Opportunities Policy.

6. COMPLAINTS

Any complaints will be handled in accordance with the Association's formal complaints procedure.