

Customer Service Charter

Introduction

OVHA is committed to providing our tenants and partners with the best possible customer service and to ensuring all members of our community can access our services. Our standards, processes and systems are constantly evolving to ensure that we meet our tenants and partners changing needs, allowing us to deliver the best service to our tenants and partners.

Why have a Customer Service Charter?

OVHA Customer Service Charter outlines our commitment to being the best we can be, always striving to be better than we were yesterday, creating moments that matter, for all our customers, partners and our local communities

Key principles – our commitment to our customers

Contacting OVHA

Our preference is for our tenants to contact us digitally using their OVHA online account “My Home”. However, we do know that digital communication is not suitable or accessible for everyone and we therefore offer a variety of ways for our tenants and partners to contact us, namely:

- Digital portal “my home account” – OVHA Customer Service Team **(available 24 hours)**
 - If the tenant is not set up to use this account or it is an emergency situation they can contact the OVHA Customer Service Team to get set up or in an emergency contact OVHA at the number below
- Telephone – OVHA Customer Service Team
 - Routine (see opening times below)
 - Urgent (see opening hours below)
 - Emergency (24 hours)
 - Email – OVHA Customer Service Team
 - Write – OVHA Customer Service Team
- Visit us – OVHA Customer Service Team
 - OVHA 114-116 Station Road, Cardenden, KY5 0BW (see opening times below)
- We can visit you (see opening times below)

OVHA Opening Hours

9-5pm Monday to Friday

Closed Saturday and Sunday

Customer Service Team Response

We encourage our tenants and partners to use our website wherever possible. Our website is full of information about the services we provide. New information and online services are being added and updated regularly.

However, if our tenants cannot access the information they need via the OVHA website, the OVHA front line Customer Service Team will support the tenants or partners with their inquiry, question(s) or request(s), including submissions via the “my home account” portal.

However, whichever route a tenant or partner chooses, we will:

- Always have a short path to a human, ensuring a responsive, empathetic and professional approach to supporting our tenants and partners
- Treat our tenants and partners as an individual, protect their personal information and treat them with dignity and respect
- We will listen to them, respond to their needs, keep them informed and communicate clearly

- Wherever possible, answer their enquiry at the first point of contact. Where appropriate, we will put them in touch with other organisations for assistance
- Provide easy to understand, useful and up to date service information in a clear format
- Give them options to access services by the method they prefer and acknowledge and accommodate any specific disability related or translation requirements
- Ensure our team members are appropriately trained and competent to deliver our services

Tenants and or partners can expect an initial response within **3 working days** (unless it is an emergency) from the Customer Service Team who will advise them when they can expect follow up contact.

The Customer Service Team will prioritise the call, therefore it is important that the tenant or partner give as much information as possible when contacting OVHA. The Customer Service Team will be trained to actively listen, and confidently and competently ask the right questions, ensuring a good understanding of the tenant's needs and appropriate actions and timescales agreed.

Freedom of Information Act 2000

OVHA will respond within 20 working days to any requests for information managed under the Freedom of Information Act 2000.

Additional Support for Tenants

OVHA are committed to providing more than housing support to our tenants, recognising that many tenants on occasion will experience harder times and may need access to other services to maintain a reasonable quality of life. OVHA currently provides additional support to tenants on their benefits, managing their money and budgeting, maintaining their tenancy. Further information on additional support provided is detailed on our [website](http://www.orevalleyha.org.uk)

Additionally, OVHA may signpost tenants to other appropriate services.

Comments and Complaints

Should a tenant want to provide us with some great feedback, then they can do this by detailing their feedback by logging into your 'My Home' account on our tenant portal which is accessed by clicking a link at the top of our website www.orevalleyha.org.uk.

[Comments & Complaints - Ore Valley Housing Association \(orevalleyha.org.uk\)](http://www.orevalleyha.org.uk)

Should a tenant want to make a complaint, they should refer to the OVHA Customer Complaints Policy and Procedure which can be found on the OVHA website.

[Comments & Complaints - Ore Valley Housing Association \(orevalleyha.org.uk\)](http://www.orevalleyha.org.uk)

OVHA is committed to continuous improvement therefore all feedback is much appreciated.

What OVHA expect from Tenants and or Partners

Please help us to help you by providing all the information we need to progress your inquiry.

Tell us when your personal circumstances have changed and let us know if you need to cancel an appointment or request for a service.

Treat our team members with courtesy and respect. In accordance with our [Unacceptable Actions Policy](#) we will not tolerate the use of physical or verbal abuse in any form, including the use of foul and abusive language.

Equality, Diversity & Inclusion

OVHA is fully committed to Equality, Diversity and Inclusion and ensuring the equal treatment for all stakeholders, employees and customers without discrimination or prejudice based on a persons' age, disability, gender

identity¹, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The Association will always seek to develop and follow best practice in order to ensure that the above group needs are understood, considered and accommodated wherever possible.

¹ The inclusion of gender identity as a characteristic goes beyond the confines of the Equalities Act which only recognises gender reassignment as a protected characteristic. Our policy recognises that transgender and non-binary people may choose not to have gender confirming surgery, may be on a waiting list or be at various stages of transition. In these circumstances Ore Valley will recognise any individual's choices which may include the gender by which they wish to be recognised, the name by which they wish to be known, the pronouns (eg. he/him, she/her, they/them) which they wish us to use and we will accept how any person wishes to dress and present provided it is appropriate for the setting and purpose.