



# WGHC

Our tenants are paramount in everything we do

West Granton Housing Co-operative Tenant Service Charter

March 2024



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## 1. Introduction

Welcome to the West Granton Housing Co-operative (WGHC) Tenant Service Charter, which outlines our commitment to providing tenants with the best experience.

## 2. Understanding West Granton's approach to customer service

### 2.1 The Business Plan 2023-26

In May 2023 WGHC's [Business Plan 2023-26](#) was approved which outlines the vision, mission, strategic objectives, values & culture of the organisation.

The Business Plan has the following Strategic Objectives:

- Provide excellent customer service
- Provide safe, secure and affordable homes
- Strive for sustainability and strength for the future

### 2.2 West Granton's approach to customer service

The Business Plan sets out the organisation's approach to achieving the highest standards of customer service whilst striving for continuous improvement.

The Business Plan outlines WGHC's approach to '*provide excellent customer service*' through the following standards:

- Reduce customer effort by improving customer service;
- Be consistent in our decision making;
- Learn from complaints received to improve our service; and
- Engage our people and maximise their potential to deliver great services.

## 3. Our approach

### 3.1 Customer service values and principles

West Granton's customer service approach (see 2.2) is underpinned by our values and principles. These are:

- **Respect** – we treat everyone with empathy and kindness;
- **Inclusive** – we aim to meet individual needs and recognise diversity;
- **Integrity** – we always act with integrity and honesty;
- **Improvement** – we aim to continuously improve what we do to benefit our customers, staff, and stakeholders; and
- **Support** – we will be supportive in our approach with customers, staff, and stakeholders.

### 3.2 Customer service standards

The following customer service standards demonstrate West Granton's commitment to their values and principles to deliver tenant-centric services.

In our approach to customer service, we aim to:

<b>Respect</b>	<ul style="list-style-type: none"> <li>▪ Communicate with tenants in a polite and friendly manner;</li> <li>▪ Listen to tenants and respect their views;</li> <li>▪ Behave respectfully and professionally;</li> </ul>
<b>Inclusive</b>	<ul style="list-style-type: none"> <li>▪ Be approachable, welcoming and friendly with everyone;</li> <li>▪ Ensure that everyone we engage with feels respected;</li> <li>▪ Take time to listen and get to know tenants and their needs;</li> <li>▪ Ensure that information is accessible, such as the provision of interpreters, large print, etc;</li> <li>▪ Provide access to translation and/or interpretation services on request;</li> <li>▪ Be aware of and understand our communities cultures and beliefs;</li> </ul>
<b>Integrity</b>	<ul style="list-style-type: none"> <li>▪ Speak honestly and be open;</li> <li>▪ Help wherever possible;</li> <li>▪ Do the right thing, even if it is not the easiest thing to do;</li> <li>▪ Take responsibility and proactively resolve any issues;</li> <li>▪ Do what we say we are going to do, and take the time to communicate updates;</li> <li>▪ Ensure any information you share with WGHC will be treated in a confidential manner;</li> <li>▪ Take pride in the work that we do and recognise we are doing it for our tenants;</li> </ul>
<b>Improvement</b>	<ul style="list-style-type: none"> <li>▪ Be committed to providing good quality homes and working with tenants to make West Granton an attractive place for people to live with good quality housing and local environments, as well as deliver services that meet tenants needs;</li> <li>▪ Seek to do our best with excellence as our standard;</li> <li>▪ Strive to improve what we do for our tenants;</li> <li>▪ Listen to you and take positive action to improve our services;</li> <li>▪ Look for ways to make a positive difference through the work that we do;</li> </ul>
<b>Support</b>	<ul style="list-style-type: none"> <li>▪ Have a “<i>how can I help</i>” approach;</li> <li>▪ Show consideration and understanding; and</li> <li>▪ Listen to tenants concerns and help resolve issues wherever possible.</li> </ul>

### 3.3 What WGHC expect of you, as tenants

Our standards (see 3.2) are what you, as a tenant, should expect from WGHC’s staff. In the spirit of partnership working, we ask that you treat our team with kindness and understand that we will always do our best to help and support our customers. We ask that customers:

- Treat our staff with courtesy, dignity and respect;
- Treat our property and your neighbours with respect;
- Try to keep any appointments you have, or contact us if you need to change the date or time;
- Provide the information we need to help you; and
- Feedback on your experience and suggestions to help us improve our services.

## 4. What to expect in our contact with you

### 4.1 Communication expectations

Telephone	<ul style="list-style-type: none"><li>▪ Answer calls promptly <b>within five rings</b> when the office is open.</li><li>▪ Tell you who you are speaking to.</li><li>▪ Respond to telephone messages you leave on our voicemail, when the office is closed or calls are diverted to voicemail for other reasons, within one working day of message being left.</li><li>▪ Call you back, if you have asked us to, <b>within two working days</b>. If you want to speak to a specific person who is not available, we will let you know when you can expect a call back or offer an alternative.</li></ul>
Email	<ul style="list-style-type: none"><li>▪ Acknowledge receipt of email <b>within one working day</b>.</li><li>▪ Reply <b>within five working days</b>.</li><li>▪ Provide an immediate out of office message advising when we will return or offer an alternative contact email.</li><li>▪ Ensure the name and job title of the staff member you have contacted or has contacted you, is included in our return emails, along with the office telephone number.</li></ul>
Letter / Written Correspondence	<ul style="list-style-type: none"><li>▪ Acknowledge receipt of letter <b>within two working days</b> by letter, telephone, or email.</li><li>▪ Reply to letters <b>within five working days</b>.</li><li>▪ Ensure our letters to you are clear, easy to understand and provide information on what to do next, if required.</li><li>▪ Include a contact name, telephone number, and any other information needed (e.g., reference number).</li></ul>
Home Visits	<ul style="list-style-type: none"><li>▪ Treat your home with respect.</li><li>▪ Let you know why we are visiting.</li><li>▪ Arrive promptly for a pre-arranged appointment, telephone, or text to advise of any change.</li><li>▪ Tell you in advance if we need to reschedule a visit.</li><li>▪ Leave a calling card when contact has not been possible to let you know how to rearrange your appointment.</li><li>▪ Confirm in writing any agreed actions from meetings <b>within five working days</b>.</li></ul>
Appointments	<ul style="list-style-type: none"><li>▪ Arrange to discuss personal information in a quiet and confidential space in the office.</li><li>▪ Arrange a suitable time and place to meet with you if nowhere is available at the time.</li><li>▪ Provide an alternative appointment if the staff member you want to speak to is not available or there is no other member of staff who can help.</li><li>▪ Meet you <b>within fifteen minutes</b> of the agreed time for a pre-arranged appointment.</li><li>▪ If you do not have an appointment, we will let you know how long you will wait to speak to a member of staff.</li></ul>

## 5. Repairs and Planned Maintenance

### 5.1 Repairs commitments

In our approach to repairs, we will:

- Acknowledge your request **within one working day**
- Arrange an appointment to carry out the necessary repair between Monday to Friday (9am and 1pm or 2pm and 4.15pm) – **please note, the contractor may contact you direct to arrange your appointment**
- Respond to:
  - **Emergency repair** - attend **within 3 hours**
  - **Urgent repair** - complete **within 2 working days**
  - **Routine repair** - complete within **10 working days**
- Provide you with a repair record (incl. unique work order number) which will detail access arrangements, the contractor, and expected completion time
- Once the repair is complete, we will seek your views on the experience and how well the repair was carried out

### 5.2 During office hours

To contact us to report a repair you can:

- **Call** us on 0131 551 5035
- **Email** us at [mail@westgrantonhc.co.uk](mailto:mail@westgrantonhc.co.uk)
- **Online** form at - <https://www.westgrantonhousing.coop/contact-us/>
- **Write** to us:

West Granton Housing Co-operative Ltd  
26 Granton Mill Crescent  
Edinburgh  
EH4 4UT

### 5.3 Out-of-hours emergency repairs

If you have an **emergency repair** and need to report it when the office is closed, please **contact Aquarius on 0131 608 1447**. Please be advised that if our emergency contractors are called out for a repair that is not an emergency, you will be billed for the cost of the call-out.

### 5.4 Planned maintenance commitments

WGHC will ensure properties are maintained to the highest standard and your home is safe and secure for you to live in. We will meet our obligations to ensure our properties meet the [Scottish Housing Quality Standard](#) and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.

In our approach to planned maintenance, we will:

- Undertake planned/cyclical maintenance on properties, such as replacing kitchens and bathrooms, doors and windows, central heating systems, etc.
- Write to you in advance, to provide the details of when your property is due for planned maintenance.
- Involve you in decisions taken to improve your home.
- Undertake cyclical maintenance to maintain properties in good state of repair.

This includes:

- Annual gas safety checks
- Electrical safety checks (carried out every 5 years)
- Maintaining communal landscaped areas
- Maintaining external parts of WGHC properties (e.g., painting)

We will respond to your requests for alterations or improvements to your home **within 10 working days**.

## 6. Complaints and Compliments

WGHC encourage tenants to let us know by phone, email, surveys, letter or face-to-face what you thought of the service you received – whether it is a compliment or a complaint. Tenant feedback helps us to improve and maintain excellent services.

We will:

- Ensure that comments, feedback, or complaints are accurately recorded.
- Ensure that a member of staff takes responsibility to deal with a complaint.
- Aim to resolve all complaints and/or concerns raised by tenants as soon as possible in line with the [WGHC Model Complaints Handling Policy](#).
- Follow the Scottish Public Sector Ombudsman's Complaint Handling Guidelines.

You can complain in person at our office, by phone on 0131 551 5035, in writing, email or by using our [online complaints form](#).

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff of the service you are complaining about. Then can then try to resolve any problems on the spot.

When complaining, please provide the following information:

- Name and address
- The nature of the complaint
- What has happened
- How it can be resolved