



## **Bridgewater Housing Association Ltd Customer Service Commitments**

### **Our Vision**

A customer focussed organisation which delivers the best affordable housing and services to people who need them most.

### **Our Values**

- Doing what matters most, with and for our customers
- Putting customers first
- Getting it right first time.

## **Bridgewater Housing Association Ltd**

Bridgewater Housing Association Ltd is a not for profit, community controlled organisation which was established in April 1998, to manage the transfer of ownership and management of the former Scottish Homes properties in Erskine.

We provide a range of services which include; rent collection, repairs reporting, maintenance and improvements, landscape maintenance, welfare rights and housing support to the Association's tenants living in Erskine. In addition, as the organisation that owns and is responsible for most of the general amenity of Erskine, we also provide a factoring and common maintenance service to owner occupiers who have purchased a house formerly owned by SSHA, Scottish Homes or the Association. In recent years we have become the largest provider of Care and Repair Services in Scotland, to older and disabled owner occupiers and on behalf of Renfrewshire, East Renfrewshire and Inverclyde Councils.

The Association operates within a framework of policies, procedures and practices which are approved by a voluntary Board, all of whom are tenants of the Association, recipients of our factored service or people with an interest in Erskine and the work of the Association.

## **Customer Service Commitments**

The Association's Board has agreed ten customer service commitments.

1. We will be courteous, friendly and helpful at all times.
2. When we deal with you, we will always tell you who we are and carry and display proof of identity.
3. We will show patience, understanding and sensitivity when dealing with your problem.
4. When you write to us we will reply within ten working days, (unless there are different regulatory or statutory timescales which apply to your letter/email).
5. When we write to you we will use plain language which is easy to understand.
6. When you telephone us, we will answer the call quickly.
7. When you want to speak to someone and they are not available, you will be offered an alternative member of staff, a home visit or we will take a message.
8. If you want to complain about the service you have received we will follow the Scottish Public Services Ombudsman's model complaints policy.
9. We will deal with all of your enquiries confidentially and we will provide private rooms for you to talk to us in confidence.
10. We will behave in a proper and professional manner at all times.