



NORTH WALES
HOUSING

TAI GOGLEDD
CYMRU



Customer Charter

Resident
Approved



Customer Charter



At North Wales Housing, we are committed to placing our customer at the heart of everything we do and providing a high level of customer service. We want to ensure that we provide an excellent service for all of our customers, and that we sustain high levels of performance across our services.

In this, our 50th year in housing we are committed to ensuring that anyone who contacts us should expect and receive a high standard of customer service. Customers can contact us through a range of channels, which are outlined in this Charter.

Who are our customers?

We define our customers as anyone who uses the services of North Wales Housing.

Our mission

Transforming lives with great homes, quality services and support.

Our vision

Making a difference providing homes in communities where people love to live.

Our values



Colleagues will be:

- Respectful, courteous and show empathy;
- Approachable, polite, positive and professional;
- Empathetic to your needs.

We will:

- Deal with your enquiry first time and be honest about what you can expect;
- Communicate with you in a way that is easy to understand;
- Update you on the progress of an enquiry through your chosen method and in your language of choice; translation services can be arranged when necessary;
- Wear staff identification badges to identify ourselves;
- Treat all information received in the strictest confidence;
- Take all reasonable steps to process personal data, in accordance with GDPR/Data Protection legislation and our Privacy Notice and Privacy Policy.

Telephone

You can call us on **01492 57 27 27**

- Our phonedlines are staffed 9am-5pm, Monday to Friday (except bank holidays);
- Calls are dealt with by our Customer Services Team;
- Our emergency repairs line is open 24 hours a day (including weekends and bank holidays). Outside of standard operating hours, calls are handled by Galw Gofal;
- All calls are recorded for training and monitoring purposes;
- Our busiest time is between 9am-10am. If your call is not urgent, please avoid calling during this time;
- You can choose to speak to an officer in Welsh or English. If your first language is not English or Welsh, we will use translation services to communicate with you;
- The colleague who answers your call will provide their name
- If a colleague is unable to deal with the enquiry at the first point of contact, they will transfer the call to the relevant officer or team. If they are unavailable, we will take a message;
- Direct contact details may be provided for ongoing matters, and you will be kept informed of progress.

Live Chat

Our Live Chat is available from 9am until 5pm every day and can be accessed on our **website at www.nwha.org.uk**

Contacting us by email

You can email us on customerservice.mailbox@nwha.org.uk
(or complete the online form at www.nwha.org.uk)

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- We will acknowledge all e-mails within 3 working days;
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- We aim to send a full response to an enquiry within 10 working days. If we're unable to, we will keep you informed of progress;
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- If you email a specific member of staff and they are away from the office, you will receive an automated message, informing you when they will be back and/or who to contact in their absence;
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- You can e-mail us in Welsh or English and we will respond in your preferred language. If your first language is not Welsh or English, we will use translation services to communicate with you;
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- E-mails will include the name of the team, or colleague, dealing with the enquiry.
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Contacting us by letter

You can write to us at: **North Wales Housing, Plas Blodwel,
Broad St, Llandudno Junction LL31 9HL**

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- We will acknowledge all letters within 3 working days;
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- We will send a full response to an enquiry within 10 working days. If we are unable to respond fully, we will let you know when we expect to be able to do this;
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- All letters will be on official headed paper and include contact details;
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- You can write to us in Welsh or English and we will respond in your preferred language. If your first language is not Welsh or English, we will use translation services to communicate with you.
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Visiting our office

Our office is located at: **Plas Blodwel, Broad St, Llandudno
Junction LL31 9HL**

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- Customers are encouraged to arrange an appointment to avoid a colleague being unavailable;
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- Our office is open 9am-5pm Monday to Friday (except bank holidays);
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- We will provide a private room, if appropriate;
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- We can provide a hearing loop system;
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- The office has disability access;
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- You can choose to speak to an officer in Welsh or English. If your first language is not Welsh or English, we will use translation services to communicate with you.
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When we visit you at home we will:



- Make every effort to arrange a mutually convenient time;
- Inform you if the appointment cannot be kept;
- Introduce ourselves and show identification;
- Be well presented and courteous;
- Follow up any visit with a response if necessary.

Customer Complaints and Comments

We strive to provide high levels of customer service and welcome all customer comments. If, for any reason, you are not satisfied with the service you receive, you have the option to make a complaint. You can find out more about our complaints process on our website at www.nwha.org.uk

Making a Complaint:

- We will investigate any complaints and reply within 10 working days;
- We will learn from customer comments and complaints which will be used to inform our services.

Our complaints process has two stages:

Stage 1

- If it's not possible for the issue to be resolved immediately; we will investigate the matter and contact you within 10 working days with a proposed resolution and response

Stage 2

- If you are dissatisfied with the response or outcome at Stage 1 you may escalate to Stage 2 of our complaints procedure. The complaints will be investigated by a Senior Manager who will respond to you within 20 working days.
- Still not happy? If you don't feel your complaint has been resolved through our complaints procedure you can go directly to the Public Services Ombudsman for Wales.
- More information about our complaints procedure and how to make a complaint can be found here:

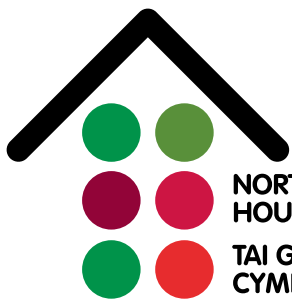
<https://www.nwha.org.uk/complaint/>

Help us to help you

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- Tell us as soon as possible if your circumstances have changed or are going to change;
 - Ask if you don't understand something;
 - Tell us quickly if you think we've made a mistake;
 - Treat colleagues with politeness and respect;
 - Be considerate to other people using our services.
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Equality and diversity

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- We have a diverse population and we're committed to treating all of our customers fairly
 - We will always act within the scope of our Equality and Diversity Policy, as well as relevant law.
 - We will ensure our services are fully accessible to all our customers.
 - We adhere to NWH policies and procedures, however we recognise that in some circumstances there may need to be policy exceptions.
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North-Wales-Housing



@northwalesha

