

VIEWPOINT

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Service Standards



What are our service standards?

Service standards are our commitment to how we will deliver specific services and explain the quality of service you can expect. In return, we expect you to treat Viewpoint staff and contractors in an appropriate manner.

What to expect when you contact us

We will:

- Acknowledge your letter or email within five working days, and if we need to investigate further, we will respond within 20 working days;
- Make sure that we treat all correspondence and personal information in confidence and discuss it with colleagues only when we need to do so and;
- We will reply in plain English, avoiding jargon and confusing technical terms if possible.

Write to us at

4 South Oswald Road

Edinburgh

EH9 2HG

email us at: admin@viewpoint.org.uk

Website: www.viewpoint.org.uk

Phone us: **0131 668 4247**

Phone

We will:

- Answer calls quickly;
- Greet callers with the name of the staff member who answers;
- If a staff member is not available, give you the choice of leaving a message with the duty officer or another member of staff, leaving a message on the staff members voice mail; and
- Respond to phone messages within two working days.

Visit

We will:

- Send you a map if inviting you to our office and advise you of the number of bus you can take to get here;
- Make every effort to ensure easy access to our services, arranging a home visit if coming to the office is difficult for you;
- Make sure we see you within 5 minutes of your agreed appointment time;
- See you within 10 minutes if you don't have an appointment or arrange a suitable appointment for you to come back;
- Give you relevant information.

Customer Services

We will:

- Be polite, friendly, helpful and willing to listen;
- Respond effectively and sensitively to your feelings and needs;
- Treat everyone who uses our service fairly, equally, politely and with consideration and respect;
- Carry identification cards when out on home visits;
- Help you fill in any form we ask you to fill in;
- Carry out surveys so you can give you opinions about our services and

Ask for your views when we review these standards

Repairs

We Will:

- Respond to emergency repairs within 2 hours;
- Complete the emergency repair (or make your home safe) within 24 hours;
- Complete urgent repairs within 3 working days;
- Complete routine repairs within 15 working days;
- Inspect 10% of all repairs we carry out;
- Give you a satisfaction form for every repair and respond to all replies if you say that the work was poor;
- Provide an out of hours emergency repairs service that you can contact by either pulling your alarm cord or phoning 0800 783 3615.

Neighbour Complaints

We will:

- Respond within 24 hours to serious incidents, e.g. racial harassment, assault or violence;
- Respond within 2 working 2 days to complaints about serious anti-social behaviour;
- Respond within 5 working days to complaints about nuisance;
- Keep you up to date if the complaint is ongoing;
- Make it Clear that we will treat it as seriously breaking your tenancy agreement if you deliberately annoy your neighbour

Let us help

If you want to discuss the content of this leaflet, please contact your Housing Officer by phoning 0131 668 4247, option 2 or email us at admin@viewpoint.org.uk.

Need this leaflet in a different format?

Please contact Head Office if you wish this leaflet in large print or on CD or translated into a community language

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**4 South Oswald Road
Edinburgh
EH9 2HG**

Phone: 0131 668 4247

Fax: 0131 662 0700

Email: admin@viewpoint.org.uk

Office Hours: Monday to Thursday 9am - 5pm

Friday 9am - 4.30pm