



Rural Stirling
Housing Association



Quality property
management services

RSG Customer Service Standards



RSG is committed to always providing a high quality of service. These service standards set out the level of service you can expect from us. You can help us maintain standards by letting us know when we fail to meet our expectations so that we can put things right and continue to improve what we do.

We also welcome feedback on good service.





At all times we will:

- be polite and helpful
- treat you fairly and with respect
- identify ourselves by name
- respond quickly to your enquiries
- listen to you and ask for your view on our services
- give information in ways you find it easy to understand
- take into account your needs if you have a disability or if your first language is not English
- keep personal information secure and adhere to Data Protection legislation
- respect your right to confidentiality



Contact us:

Phone: 01786 841101

Write to us: Rural Stirling Housing Association, Stirling Road, Doune FK16 6AA

Email us: enquiries@rsha.org.uk

Use forms on our website: www.rsha.org.uk/your-views

Come into the office, or

Request a home visit.



Use Near Me (video call - action box on home page of our website)

www.rsha.org.uk/



If you wish to speak with a particular staff member it is advised to make a prior appointment.

We are open for business Monday-Thursday 9am-5pm and on Friday 9am-4pm.

Staff work from home on Mondays and Fridays and the office is closed.

Staff training / meetings: Wednesday mornings until 1pm. During this time we use a call handling system to record calls.

Office closures: we will publicise the dates that the office is closed because of public holidays in our newsletter, on our website www.rsha.org.uk , and at our office.

What can you expect from us?



When you phone, we will:

- answer the call within 30 seconds
or
- your call will go to our voicemail system and we will call you back:
 - ✓ emergency repairs within one hour;
 - ✓ all other queries as quickly as possible but at least by the end of the next working day
- tell you which member of staff you are speaking to
- if the call is to be transferred, pass on your name and details of your enquiry to avoid you having to repeat yourself
- offer to take a message and arrange a convenient time for person you want to speak to will call back
- use our call handling system only when necessary – for instance out of office hours or to allow for public holidays or staff meetings and training
- if we are using the call handling system, we will leave a message which gives details of how you can have an emergency repair done

We record incoming calls made to the office main line number 01786 841101 and Direct Dial-In numbers to our staff members. This is to safeguard our staff and our customers from abusive or threatening behaviour. We will investigate any such calls and take appropriate action.



When you write or email us, we will:

- reply to your letter or email within 5 working days
or
- if we cannot give a full reply within 5 days, we will let you know why and tell you when you can expect a full reply. We will aim to give a full reply as soon as we can, but within 20 workings days at the most.
- give you a reply that:
 - is addressed to you personally
 - contains a clear and accurate explanation about the decisions that have been made
 - is easy to read and understand
 - contains the name, job title and contact details of the staff member sending the letter



When you visit our office, we will:

- make sure that the office reception area is welcoming and comfortable
- ensure that the reception and interview facilities are accessible
- provide up to date information about the Association and our services
- ensure an interview room is available so that you can discuss personal and confidential matters in private
- attend to you as quickly as possible.
- If the staff member you want to see is not available and there is no-one else who can assist you, we will arrange a mutually convenient time for you to meet them, either in the office, using Near Me at your home



When we visit your home, we will:

- be on time and, if delayed, let you know when we expect to arrive
- show you identification and introduce ourselves
- explain the reason for the visit
- respect your home, your privacy and customs. Contractors working in your home must follow a code of conduct
- be aware of sensitive and confidential issues
- leave a card if you are out asking you to contact us



When we give you information we will:

- provide information that is up-to-date and accurate
- is easy to understand, with no jargon



What can you do to help us?

- be polite when speaking to us
- do not use threatening or abusive language or behaviour
- read the information we send you
- let us know if you change your contact details
- give us the information we ask for, when we need it
- keep appointments you make with us or tell us in good time if you can't
- give us feedback - good or bad – so we can improve our service to you
- take care of your home and let us know when repairs are needed
- give us access to your home to carry out repairs or safety checks
- behave in a considerate way to your neighbours
- pay your rent and other charges on time



Learning from you:

Feedback is important to us we want to know what you think of the service and how we can make better. We will do this by:

- surveys and questionnaires after you've received a service from us (i.e. a repair)
- Independent tenant satisfaction survey every three years, with interim surveys in between
- learning from feedback and complaints

We want to know when we do things right and we want your suggestions and ideas about how things could work better. Call us on 01786 841101 or email enquiries@rsha.org.uk or complete a feedback form using our website www.rsha.org.uk/your-views/



What if things go wrong?

We aim to provide a high-quality service, but we know that sometimes things go wrong.

If you are unhappy about something, please let us know and we'll do our best to put things right as soon as possible.

We have a 2 stage complaints process (SPSO Model Complaints Procedure) to deal with situations where our service has not met our high standards.

We welcome the opportunity to address your complaints and you can contact us in the usual ways – as it suits you best.

Complaints will be dealt with as quickly as possible and are handled sensitively.

For more information on how we deal with complaints please find our Complaints Handling Process which is available to download on our website or please ask us for a copy by email or phoning the office.

[RSHA Complaints Handling Process](#)