Where our service has not met the standards you expect, we want you to let us know. If you make a complaint, we will:

- Deal with informal complaints and seek to remedy the problem within 5 working days
- Acknowledge formal complaints within 3 working days and respond fully within 20 working days

We monitor and report on all complaints and let customers and stakeholders know of any changes that have been introduced as a result of matters raised through the complaints process.

Further information on all our services is available:

- On our website – www.manorestates.org.uk
- By contacting the office

Manor Estates Housing Association
Suite 4, 5 New Mart Place
Edinburgh
EH14 1RW

Tel:- 0131 510 8540

Email:- info@manorestates.org.uk
Web:- www.manorestates.org.uk

OSCR Scottish Charity Regulator www.oscr.org.uk Registered Charity SC023106

Do you need information provided in a different language or format?

HAPPY TO TRANSLATE

We can arrange to have information translated into most languages - please contact the office for further information.

We can also provide information in alternative formats (for example, large font or on CD) - again, contact the office for further details.

MANOR ESTATES Housing Association



Customer Service Standards

Customer Service Standards

Manor Estates is committed to delivering excellent housing services that are responsive to the needs and aspirations of our customers. Our service standards set out what you can expect from us.

Customer Care

Polite, approachable and helpful staff

We will;

- Aim to ensure all communications are easy to understand and up to date
- Keep our website up to date and regularly review it to make sure that the information on the website remains relevant for our customers and other stakeholders
- Listen to you, treat you as an individual and with respect
- Are open and honest in our dealing with you or those acting on your behalf
- Do what we say we will – if anything needs to change, we let you know
- Treat everyone equally
- Offer a variety of opportunities for you to give us feedback on our services
- Give you a range of options for getting involved in designing and developing services that are important to them
- Provide translation or interpretation services when required
- Make appropriate arrangements for delivering services to customers with additional requirements
- Give regular updates on our progress in meeting the outcomes of the Social Housing Charter
- Where others deliver services on our behalf – make sure that they achieve the same standards as would be expected if MEHA were directly responsible



When You Contact Us

Our office is accessible for everyone. If you visit the office, we will:

- Welcome you politely and quickly
- See you within 5 minutes of your appointment time
- Aim to see you within 10 minutes of your arrival time if you have not made an appointment

If you telephone or text us:

- We will aim to answer your call or message promptly
- If the person you want to speak to cannot take your call or answer your message then another staff member will try to assist you
- If you text or leave a telephone message, we aim to get back to you within 24 hours

If you email us:

- We will reply within 48 hours
- If it will take us longer we will contact you to confirm a response date

If you write to us:

- We will reply within 5 working days
- If it will take us longer to respond we will let you know who is dealing with the matter and when you can expect a reply

If we visit you at home:

- Staff and contractors will show identification and conduct themselves professionally at all times
- If we are not able to keep an appointment, we will contact you as early as possible and rearrange a suitable alternative
- We will let you know in advance if more than one member of staff will be visiting you

Feedback

We welcome feedback from our customers and use your views and comments to help us improve services where we can.