

Customer Care Policy



Putting you first

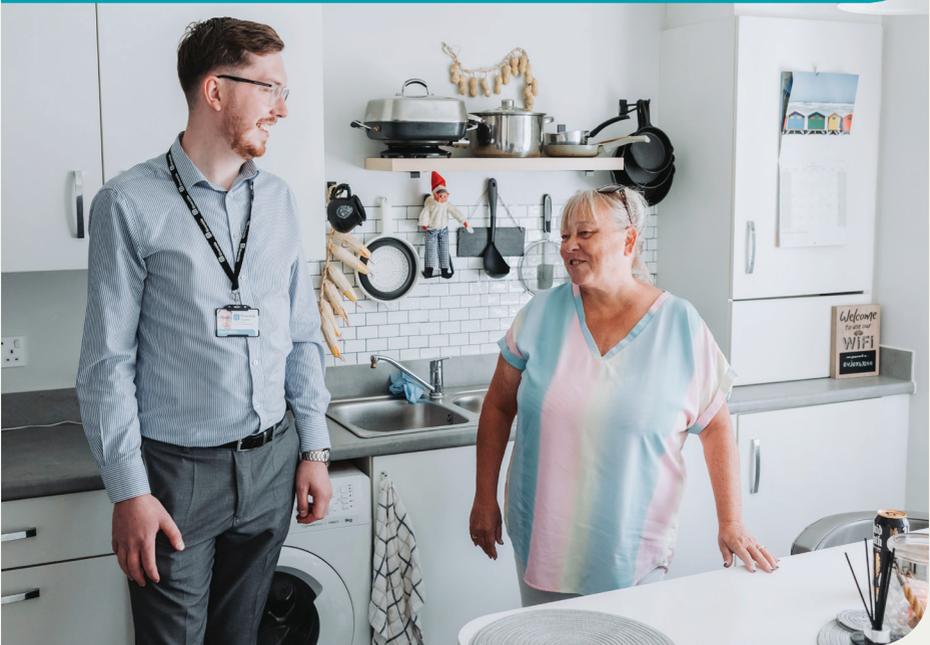
At Riverside Scotland, we're committed to treating every customer with fairness, respect, and understanding. Our Customer Care Policy is built around listening to you, acting on your feedback, and making sure our services meet your needs.

Our Promise to You

We will:

Communicate clearly and in ways that work for you.

- Make our services easy to access and understand.
- Support you to use our services, including help from an advocate or representative.
- Keep you informed about progress and outcomes.
- Share how we're performing and what we're doing to improve.



Working with customers, we have developed Four Golden Rules

1. We'll Get Things Right First Time

- We'll respond quickly and clearly without customers having to follow up or chase for a response.
- We'll tell you who's dealing with your enquiry, give you a timescale and what to expect.
- We'll keep you updated if things take longer.



2. We'll Provide Services You Need and Want

- We'll take time to ensure we understand the needs of all our customers.
- We'll listen and learn from your feedback.
- We'll adapt services to meet the needs of all customers.
- We'll consider the needs of vulnerable and disabled customers when designing and providing services.

3. We'll Learn from Mistakes

- We'll listen to customer feedback and investigate complaints quickly.
- We'll apologise and fix things when we get it wrong.
- We'll compensate customers where appropriate.
Please refer to our Financial Redress and Compensation Policy available to view on our website.
- We'll make improvements to avoid repeating mistakes.

4. We'll Support Our Team to Support You

- We'll train our employees to undertake their role with competence and confidence.
- We give our team the tools they need to help you and do their job well.
- We will trust and value our employees and create a positive working environment to be proud of so our team can deliver great service.
- We will train our team, so they are better able to support customers with additional needs.

Easy and equal access for everyone

We want all our customers to be able to use our services easily and confidently. That's why we:

- Treat everyone with fairness, respect, and privacy.
- Offer services through your preferred method — phone, face-to-face, online, or live chat.
- Make information available in different formats to suit your needs, including translation services, screen readers, and hearing support.
- Continuously improve our systems so staff and contractors can meet your service preferences.
- Provide a personal and professional service, no matter how you choose to contact us.

We are here to support you with any tenancy, repair, or housing-related query. Below are ways you can contact our team.

You can reach us 24/7 via our Customer Service Centre: **0345 112 6600**

- General enquiries
- Report a repair including emergency out of hours repairs
- Report a tenancy management issue

Income Collection Team: 0800 529 8789

- discuss rent account
- make a payment arrangement
- arrange a direct debit

Live Chat via our website available 10 am to 2 pm.

Visit our website: **www.riversidescotland.org.uk**

Use the MyRiverside App anytime to:

- View and manage your account
- Check rent and service charges
- Make secure payments
- Report non-emergency repairs



Email

For non-urgent enquiries, you can e-mail us at our general enquiries mailbox: info@riversidescotland.org.uk

By post

You can write to us at our main office address, which is:

44-46 Bank Street, Irvine, Ayrshire KA12 0LP.

Please allow time for postal delivery and processing.

You can phone your Tenant Partner directly on their mobile between

10am and 4pm Monday to Friday (excluding public holidays):

- Tenant Partner contact details are advertised on our website under the help tab.
- You can contact your Tenant Partner directly to discuss tenancy related issues such as anti- social behaviour, tenancy support or changes in your circumstances effecting your tenancy.
- Repair enquiries should be directed through our customer service centre where your enquiry will be logged and assigned for any follow up communication.
- Please note that text and WhatsApp messages are not actively monitored and we do not advertise this as an available contact method.
- WhatsApp may be used for photos on request and text messages are usually sent as a batch providing information or seeking urgent contact.
- We aim to respond to voicemail messages within 2 working days (please be aware some of our TP's are part time workers which may result in a delayed response).

Delivering great service through a skilled team

Our team is here to help — they're informed, well trained, caring, and polite, don't make assumptions, and acknowledge customers' needs; delivering services in a way that is convenient for the customer, respecting equality and diversity.

We make sure staff understand your needs, respond positively, and take ownership of issues. They'll work with you to find the best solution for your situation, treating everyone with fairness, care, and dignity.

Service Standards – what can you expect?

When You Contact Us Online or in Writing

- We'll acknowledge your query within 2 working days and explain what happens next.
- We aim to resolve your query at first contact.
- If needed, we'll refer your query to the right team for specialist support and aim to respond or update you within 2 working days.

When You Call Us

- We'll introduce ourselves by first name.
- We respect your time and offer a call-back service to hold your place in the queue.
- Calls are recorded to help us improve our service.
- We aim to resolve your query at first contact.
- If needed, we'll refer your query to the right team for specialist support and aim to respond or update you within 2 working days.

When We Visit You

- We'll arrive on time or call if delayed.
- We'll respect your home and customs.
- We'll always show Riverside ID.
- We carry out regular satisfaction surveys.
- We may request that pets are moved to another room or safely secured.
- We may request that you avoid smoking when we are in your home.

How we monitor our service

- We record calls for training and feedback.
- We benchmark our service against other housing organisations.

How we listen to our customers and act on feedback

- 3 yearly in-depth tenant satisfaction survey.
- Engage with our Service Improvement Group (SIG) regularly for input into policy/procedure reviews, communication booklets and reports.
- Monitor, review and apply a lesson learned approach to complaints and responses to our satisfaction surveys.
- Engage with tenants via estate walkabouts and engagement/social events.
- Listen to day-to-day feedback from tenants and use this feedback to improve.

Our customer care policy is available to view and download from our website.





www.riversidescotland.org.uk

Riverside Scotland is registered as Irvine Housing Association Limited.

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