



# Customer Charter



**Housing  
Executive**

# Customer Charter

Our published Customer Excellence Strategy 2017/18 – 2019/20 outlined our commitment to **‘Putting our customers first’**. One of the actions contained in the three year Strategy Action Plan was to develop a Customer Charter.

Our aim is to provide excellent services for all of our customers, placing customer needs at the centre of everything we do and sustaining high performance across key service areas.

With that in mind, we have developed our new Customer Charter with actions that can be measured to help us to understand what your experience has been and also to help to inform improvements to our services.

We will publish the results each year.

## Who are our customers?

In order to measure how well we are performing, and therefore improve, we are defining our customers as someone external who is using our services.

**The Northern Ireland Housing Executive has a ZERO-tolerance to any form of Abusive Behaviours towards our staff.**



We encourage our staff to be polite, helpful and sensitive to your needs and circumstances.

Any form of abusive behaviour will not be tolerated and may result in your services being restricted. In serious cases, we will contact the Police.

Unacceptable behaviour includes:

- ☐ Physical violence or threats made towards any member of staff
- ☐ Publishing unacceptable or personal information about staff on social media or on other websites
- ☐ Using offensive language or verbally abusing our staff during telephone calls, in person or in email correspondence; and
- ☐ Stalking or other forms of harassment.

## Our Vision

Everyone is able to live in an affordable and decent home, appropriate to their needs in a safe and attractive place.

## Our Values

We will demonstrate these values in all our interactions with our customers by:

### Making a difference

- ☐ We strive to make people's lives better;
- ☐ We put our customers first and deliver right first time;
- ☐ We build strong partnerships and share great ideas.

### Fairness

- ☐ We treat our customers, staff and partners fairly;
- ☐ We respect and promote diversity and equality for all;
- ☐ We work in an open and transparent way.

### Passion

- ☐ We are professional in all that we do;
- ☐ We strive for excellence;
- ☐ We look for new, creative, better ways to do things.

### Expertise

- ☐ We believe in our people;
- ☐ We are constantly learning, developing and innovating;
- ☐ We provide strong confident leadership.

We will publish our report annually and we can let you have a copy of this document in a language that meets your needs and in different formats.

## Staff will:

- ☐ Communicate with you in a way that is easy to understand;
- ☐ Be prompt, polite and helpful;
- ☐ Treat everyone in a fair and impartial manner;
- ☐ Wear a Staff Pass to identify ourselves;
- ☐ Show photographic identification when we visit your home for planned and unplanned visits;
- ☐ Arrange appointments on request;
- ☐ Respect your privacy;
- ☐ Protect your personal information;
- ☐ Aim to identify your needs and quickly let you know how we might be able to help and the type of support we may be able to provide.

## In the office we will:

- ☐ Advise you of our opening hours;
- ☐ Provide a private interview room on request;
- ☐ When appropriate, help you to complete forms on request;
- ☐ Provide access for people with a disability or visit you in your home;
- ☐ Have information leaflets available;
- ☐ See you within 15 minutes.

## When you request information:

- ☐ We will aim to respond to any information requests within the statutory timeframes and inform you of any delays;
- ☐ We will provide accurate information to you.

## On the phone we will:

- ☐ Introduce ourselves;
- ☐ Be polite and easy to understand;
- ☐ If we cannot give you an immediate answer we will take details and call you back at an agreed time or refer you on to the appropriate person;
- ☐ Provide a recorded message giving details of our after-hours service, including emergency repair and homelessness services.

## When we visit you at home we will:

- ☐ Where we can, offer you an appointment at a time that suits you;
- ☐ Always show you photographic identification;
- ☐ Arrange to bring an interpreter, where appropriate;
- ☐ Treat you with courtesy and respect in your home.

## Making a complaint:

- ☐ If you are unhappy with our service you can make a complaint;
- ☐ You can find out more about our complaints process online at [www.nihe.gov.uk](http://www.nihe.gov.uk)

## What we measure and report on:

- ☐ For the most up to date performance against our customer charter service standards, please visit our website [www.nihe.gov.uk](http://www.nihe.gov.uk)

# How we will measure our performance



## On The Phone

Answer your call within 20 seconds;  
*(Source: Telephony Management Reports)*

Be polite and easy to understand;  
*(Source: CTOS\*)*

Provide you with a high quality telephone service.  
*(Source: CTOS)*

## In Our Local Offices

Our staff will be polite and easy to understand;  
*(Source: CTOS)*

We will aim to see you within 15 minutes whenever you visit a local office.  
*(Source: CTOS)*

## In Your Home

Provide you with a high quality home visit service.

## When You Request Information

We will answer Freedom of Information requests within the 20 working day deadline;  
*(Source: FOI Performance Report)*

We will respond to Data Subject Requests within one calendar month.  
*(Source: Data Protection Annual Performance Report)*

## Making A Complaint\*\*

We will answer first stage complaints within 10 working days;  
*(Source: Complaints Handling Portal)*

We will answer second stage complaints within 20 working days.  
*(Source: Complaints Handling Portal)*

## Communication Support

Provide communication support in the office or on the telephone on request.  
*(Source: Communication Support Usage Report)*

- Number of phone interpreting calls facilitated
  - Number of face to face interpreting sessions
  - Number of audio conversions
  - Number of large print translations
  - Number of braille translations
- (Source: Communication Support Usage Report)*

\* CTOS is the Continuous Tenant Omnibus Survey which is carried out annually on our tenants.  
\*\* This process is currently being redesigned and performance targets may change.





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