

HomeBuy...

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# Home Ownership

## Service Standards - Working to meet your needs

- Optima Community Association takes pride in describing itself as resident focused, providing the best possible service to residents. We recognise that the community we serve is made up of individual people, and our commitment is to treat people with courtesy, respect and dignity. This short guide sets out what you can expect from us should you need to contact us. These standards have been developed in consultation with residents and apply across all of our services.

## Our staff will:

- Give their name, treat you politely and with respect and do their best to help
- Listen and respond to your enquiry and be sensitive to your individual needs
- Always carry identity cards outside the office and show them before entering your home.

## Our offices will:

- Be clean, safe and welcoming
- Have opening times clearly displayed
- Be equipped with suitable places where customers can discuss personal or private matters
- Be accessible to people who are less physically able (as far as reasonably practical)
- Have on display a range of up to date material about our services and other matters of interest.

## When you visit our offices we will:

- Ensure that our receptionist deals with your initial enquiry as quickly as possible
- Aim to ensure that you are not kept waiting longer than 5 minutes if you have a pre-arranged appointment
- Offer you private interview facilities, if you wish.

## When visiting you at home we will:

- Treat your home with respect. If we call on you without a pre-arranged appointment we will check with you that it is a convenient time and explain the nature of the visit
- If we call on you and no body is home, we will leave a card telling you who called and how you can contact them
- We will take notes of all appointments and meetings so that we have an accurate record of discussions and any agreed actions.

## When you contact us by telephone we will:

- Aim to answer the call promptly
- Staff answering calls will greet you in an appropriate way, and give their name
- When individual members of staff are away from the office their calls will be answered by other staff, or they will have a voicemail facility
- Messages left on voicemail, or with another member of staff, will be returned by the end of the next working day
- As far as possible, staff answering calls will deal with enquiries without passing on the caller. However, where another staff member is better equipped to deal with an enquiry and is available to do so, the call may be transferred.

## When you write to us or send us an e-mail we will:

- Respond to you within 10 working days. The response may be by way of telephone call, home visit, letter or e-mail, depending on what is appropriate. If for any reason our response will take longer we will let you know and explain why
- Our letters will be clear, written in 'Plain English' and will cover each of the issues you raise with us
- Translations into other languages, or into different formats e.g. Braille, large print or audio, are available on request.

## Complaints

- We accept that we don't always get it right first time and that from time to time things may go wrong. We will apologise when we make a mistake and encourage you to use our complaints procedure
- We will investigate complaints, seek to resolve problems quickly and take steps to ensure that we don't make the same mistakes again
- We aim to be a learning organisation and to take on board what you tell us through complaints.

## Confidentiality

- All interviews, correspondence and personal information will be treated as confidential, in accordance with Optima's data protection policy.

## What we expect from you

- We expect you to comply with the conditions of your lease - treat your neighbours with respect and pay your rent and service charges when they are due.
- We expect you to take care of your home and its surrounding environment and to carry out repairs for which you are responsible
- We expect you to behave reasonably towards our staff and our partners' staff. We will not tolerate aggressive or violent behaviour towards staff; neither will we tolerate customers who are persistently rude, use bad language, or exhibit racist, sexist or homophobic behaviour. The right to be treated according to our Customer Care Policy will be restricted or withdrawn, if there is persistent or serious abuse of staff. Optima will report abuse or threats to the Police and will take legal actions against customers if necessary.