

CIRCULATION	
INTERNAL	<input checked="" type="checkbox"/>
EXTERNAL	<input type="checkbox"/>

Customer Care Policy

A Sovereign Network Homes Policy

October 2023

Customer Care Policy	Status: Final v.1.3	Page 1 of 7
Issue Date: 8 August 2017 Reviewed October 2023	Next Review Date: October 2026	File Name: 20170808_Customer Care Policy

Document status (Version/Draft/Final)	Final	
Document reference	CS.Po16.TCF.17v.1	
Reason for review	A prerequisite for FCA authorisation to have this policy in operation.	
Approved by (Board/ELT/Committee)	ELT	
Approved date	8 August 2017/ Reviewed October 2023	
Effective from (Date)		
Policy author	Service Quality Manager	
Policy owner	Director of Housing	
Accountable officer	Executive Director of Customer Services	
Approver	Executive Director of Customer Services	
Date of next review	October 2026	
Consultation: internal	Yes 22/10/23	
Consultation: customers	Yes 03/10/2023	
Equality Impact Assessment (EIA)	Date completed	02/03/2021
	Initial/ Full EIA	Initial and Full

Version Control – Change Record

Date	Author/Reviewers/Contributors	version	Reason for change
22/02/2021	Service Quality Manager	V1.2	Policy Review
05/10/2023	Customer Service Graduate and Service Quality Manager	V1.3	Policy Review and Rebrand

Document name: Customer Care Policy	Status: Final V.1.3	Page 2 of 7
Issue Date: 8 August	Next Review Date: October 2026	Resident Care Policy

Contents	Page
1. Introduction	4
2. Aims and objectives	4
3. What you can expect of us	5
4. Our Expectations of Customers	6
5. How to Contact Us	6
6. Complaints	7
7. Performance monitoring and responsibilities	7
8. Related documents	7
9. Legislation and regulation	7
10. Equality and diversity	8
11. Review	8

Appendices

None

Document name: Customer Care Policy	Status: Final V.1.3	Page 3 of 8
Issue Date: 8 August 2017	Next Review Date: October 2026	Resident Care Policy
This is a Sovereign Network Homes policy. Sovereign Network Homes is part of SNG.		

1. Introduction

1.1 This policy explains the level of service delivery we will provide to our customers

We are committed to improving levels of service delivery to all our customers and, to enable us to improve our service we have created a Service Charter, a Customer Service strategy and Action Plan.

2 Aims and Objectives

Sovereign Network Homes is committed to providing high quality and effective services to our customer and treating our customers with respect.

To enable us to achieve high quality and effective services we have developed a Customer Service Strategy. This is supported by an action plan to ensure we continue to be open, transparent, accountable to and involve our customers.

Details of the support we can offer for each service we provide can be found in our Service Charter [https: Read our Service Charter | SNG, formerly Network Homes](https://intranet.networkhomes.org.uk/documents/sppreview/646b4b23-d9be-4271-9408-3850be3466c5)

In addition, we have developed 5 key strategic objectives to support this policy, which are:

- Strengthening Resident Trust in us
- Delivering reliable resident services
- Building a great organisation
- Increasing the number of homes for people in housing need
- Increasing our Financial Resilience

For more information on these objectives please see the Five Year Strategy.

<https://intranet.networkhomes.org.uk/documents/sppreview/646b4b23-d9be-4271-9408-3850be3466c5>

To help us achieve our aims and objectives we recognise it is important to understand customers' needs and expectations, how they want to engage with us and how they want to report issues to us.

We will:

- Provide relevant, accurate and accessible information including information in large print, hearing loops in our receptions and translation of key documents on request.

Document name: Customer Care Policy	Status: Final V.1.3	Page 4 of 8
Issue Date: 8 August 2017	Next Review Date: October 2026	Resident Care Policy
This is a Sovereign Network Homes policy. Sovereign Network Homes is part of SNG.		

- Ensure that customers are clear about the level of service they can expect from staff.
- Ensure that customers are clear about the response timescale for dealing with their enquiries
- Say when we can and cannot help and explain what action a customer can expect from us. When we are unable to help a customer, we will attempt to signpost them to the relevant external service.
- Do what we say we will do and keep the customer informed at all times.
- Let the customer know what they can do if we fail.

3 What you can expect of us

- We will be courteous, non-abusive and non-threatening and treat our customers with respect.
- We will continue to consult and involve customers when proposing any significant changes to our policies and procedures
- We will involve our customers in decisions that affect them and their communities
- We will continue to review and implement our Customer Service Strategy Action Plan and ensure progress updates are provided to customers as part of our Annual Report
- We will offer a variety of ways for customers to engage with us and report issues to us
- We will use our Reasonable Adjustment Policy to consider how we can tailor our services to meet individual customer needs.
- We will use customer feedback to improve our services.
- We will keep our Local Panels informed of how we have used customer feedback to improve our services and are reviewing how we will manage resident involvement and engagement, following our recent merger with Sovereign Housing Association Ltd.
- We will regularly review and update our Policies, always ensuring an Equality Impact Assessment has been completed to ensure we have considered everyone’s needs
- We will publish all our customer facing policies on our website, for example the anti-social behaviour policy.
- We will keep our website up to date
- We will keep our My Network Homes portal and our Chatbot System up to date
- We will let customers know how we are performing, this information is available on our website
- We will ensure that all customer contacts are recorded on our Housing Management Systems
- We will ensure we comply with all GDPR requirements

Document name: Customer Care Policy	Status: Final V.1.3	Page 5 of 8
Issue Date: 8 August 2017	Next Review Date: October 2026	Resident Care Policy
This is a Sovereign Network Homes policy. Sovereign Network Homes is part of SNG.		

- We will ensure all complaints are managed in a timely manner. More details can be found by viewing our Complaints Policy <https://www.networkhomes.org.uk/your-home/complaints-and-compliments/home/complaints-and-compliments/>
- We will look after customers homes and the neighbourhoods where our customers live
- We will work with customers to support them to sustain their tenancies

4 Our expectations of our Customers

- We recognise the relationship between us, and our customers is a two-way process built on trust and respect. We expect our customers will appreciate the standard of what we extend to them and respond in a positive manner.
- We expect our customers to be courteous, non-abusive and non-threatening and to treat us with respect.
- To be familiar with your tenancy or lease agreement which explains what our responsibilities and our customers responsibilities are.
- We expect our customers to allow access for servicing and repairs.

5 How to contact us

Our customers can contact us in a variety of ways including:

- By using My Network Homes. This is an online service and more details can be found here: <https://www.networkhomes.org.uk/your-home/my-network-homes/>
- By using our ChatBot service, details can be found here: [Introducing our brand new digital assistant for customers – try it out today! | SNG, formerly Network Homes](#)
- By submitting an online form. More details can be found here <https://www.networkhomes.org.uk/contact-us/>
- We can arrange appointments in our offices and have an interview room available for confidential discussions
- By phoning us – we will answer all phone calls promptly, we will give the customer our name and aim to provide an acknowledgement within 24 hours working hours and a full response within 5 days.
- By writing to us- we will respond to letters and emails within 5 working days and our responses will be clear
- Contacting our Customer Services Team on Twitter at [@asknetworkhomes](#) or on Facebook at [@networkhomesuk](#) from Monday to Friday from 8am to 6pm.

Document name: Customer Care Policy	Status: Final V.1.3	Page 6 of 8
Issue Date: 8 August 2017	Next Review Date: October 2026	Resident Care Policy
This is a Sovereign Network Homes policy. Sovereign Network Homes is part of SNG.		

- Visiting customers in their own homes. We will wear a name badge and explain the reason for our visit. We will update the customer on what will happen next

6 **Complaints**

Any customer who is dissatisfied with how we have managed their customer care is able to submit a complaint using our Complaints process. Once our Complaints policy is complete and if they remain dissatisfied then they can contact the Housing Ombudsman.

7. **Performance monitoring and responsibilities**

The responsibility of ensuring this policy is adhered to will be the responsibility of the Executive Leadership Team, with direct day to day activities being delegated to the Executive Director of Customer Services.

8. **Related documents**

- Data Protection Policy
- Complaints Policy & Procedure
- Repairs Policy
- Income Maximisation Policy
- Reasonable Adjustment Policy
- Customer Service Strategy
- Customer Service Strategy Action Plan
- Service Charter
- Resident Engagement Strategy

9. **Legislation and Regulation**

The legislation listed in this policy is not intended to cover all legislation applicable to this policy. Sovereign Network Homes will take reasonable measures to ensure compliance with any and all applicable legislation by reviewing policies and procedures and amending them as appropriate. The legislation listed within this policy was considered at the time of the development of this policy. However, subsequent primary and secondary legislation, case law and regulatory or other requirements will be considered and the policy reviewed. Any queries relating to the applicable legislation should be directed to the policy author.

- **Regulator of Social Housing/Regulatory Standards**

Document name: Customer Care Policy	Status: Final V.1.3	Page 7 of 8
Issue Date: 8 August 2017	Next Review Date: October 2026	Resident Care Policy
This is a Sovereign Network Homes policy. Sovereign Network Homes is part of SNG.		

10. Equality and Diversity

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010.

11. Review

All policies should be reviewed every 3 years as a minimum, or sooner if there is a specific legislative, regulatory or service requirement or change in guidance, law or practice.

Document name: Customer Care Policy	Status: Final V.1.3	Page 8 of 8
Issue Date: 8 August 2017	Next Review Date: October 2026	Resident Care Policy
This is a Sovereign Network Homes policy. Sovereign Network Homes is part of SNG.		