

Our Customer Charter

**Created by tenants,
for tenants.**



OCHIL VIEW
— Housing Association Ltd. —

2026



Introduction

Welcome to Ochil View Housing Association’s Customer Charter, which details our dedication to delivering the highest quality of customer service.

Our Corporate Goal

Quality, sustainable, affordable homes, shaped by our tenants.

Our Values and what you can expect as a customer:

Value	Our Commitment
Listen	We will actively listen to customers, colleagues and communities and create safe and welcoming opportunities for people to share their views.
Support	We will support our tenants, customers and colleagues to live well and thrive, by providing practical, timely and tailored assistance to those who need it.
Respect	Our relationships and actions will be respectful. We will treat everyone with dignity, fairness and kindness, valuing diversity and promoting inclusion in everything we do.
Communicate	We will communicate clearly, openly and honestly and ensure that information is accessible, timely and easy to understand.
Deliver	We will do what we say we will do, and are committed to delivering high-quality, reliable and efficient services that meet our customers’ expectations.

Equalities & Human Rights

We are committed to fairness, dignity and respect. Our Equality and Human Rights Strategy sets out how we will promote a respectful understanding environment. We aim to eliminate discrimination by encouraging diversity, providing equal opportunities and fostering good relations. We will make reasonable adjustments so customers can access our services.



Customer Service Standards

We are committed to providing an excellent, effective and cost-efficient customer service to all our customers and have developed a Customer Services Standard.

The following table sets out these standards and details what to expect when you contact us.

Customer contact/service	Our Standards
 Telephone (during opening hours)	Aim to answer within 60 seconds; if we miss the call we will aim to call-back by close of business the same day (or next working day if after hours). When customers contact us by telephone we will: • Answer calls promptly and professionally. • Identify ourselves and the Association. • Speak clearly and courteously. • Keep time spent on hold to a minimum. • Advise customers of any delays in dealing with enquiries. • Redirect enquiries to the appropriate member of staff where necessary. • Return messages and calls within published service standards.



**Written
Correspondence
Email / webform /
Letter**

Acknowledge within 3 working days; we will aim to provide a full response within 10 working days (or agree a revised timescale).

When customers write or email us, we will:

- Acknowledge correspondence within 3 working days.
- Provide a full response within 10 working days or explain any delay.
- Use clear and understandable language.
- Provide details of any appeal or review process where relevant.
- Provide a contact name and details for further enquiries.

Specific response times for complaints and tenancy-related matters are detailed within the relevant policies and procedures.



My Home Portal

Acknowledge within 3 working day; we will aim to provide a full response within 10 working days (or agree a revised timescale).

When customers submit enquiries through My Home they will be responded to in the same way as any written correspondence.



Social Media Enquiries

We will aim to respond within 2 working days (or signpost to the right channel where personal information is needed).

Social media channels are not monitored continuously and should not be used to report emergency repairs or urgent housing matters.

When customers contact us through social media we will:

- Respond to enquiries in a professional, courteous and respectful manner.
- Provide information or direct customers to the most appropriate service or member of staff.
- Request that customers contact us through alternative channels where personal, confidential or tenancy-related information is required.
- Remove or hide comments that contain offensive, discriminatory, abusive, threatening or inappropriate content, in line with our Social Media Policy.



In Person

We will aim to see you within 5 minutes; if you have an appointment time and it is going to be delayed, we will explain and offer options.

When customers visit our offices, we will:

- Provide accessible and welcoming facilities.
- Maintain a clean, safe and professional reception environment.
- Deal with enquiries as quickly as possible.
- Explain any delays and keep customers informed.

	• Offer private interview facilities where appropriate. • Provide interpretation or translation services where required.
 Home Visits	When arranging appointments, we will: • Offer appointments at mutually convenient times wherever possible. • Notify customers as soon as possible if arrangements need to change. Please note that not all home visits can be arranged in advance. In some circumstances, staff may undertake visits as part of routine tenancy management, estate management, inspections, or service delivery activities without a specific appointment being made. When carrying out home visits, we will: • Act professionally at all times. • Be polite, respectful and clearly identify ourselves. • Respect customers, their homes and their privacy. • Explain information clearly and in an understandable manner. • Provide accurate advice and keep customers informed. • Respect confidentiality and seek consent before discussing personal matters in front of others. • Leave a calling card if a customer is not at home, providing details of who visited, the reason for the visit and how to contact us.

	• Make arrangements for a further visit at a convenient time where necessary. • Contractors and consultants acting on behalf of the Association will be expected to meet the same standards.
 Keeping you updated (repairs and ongoing cases)	We will aim to: • Confirm next steps and contact point. • Provide updates at key stages. • Respond to update requests within 5 working days.
 Complaints of Service	These will be handled under the Complaints Handling Procedure and meet the published timescales as follows: Frontline Stage 1 – response within 5 working days Investigation Stage 2 – Acknowledge within 3 working days and respond within 20 working days. We will signpost how to complain and how to escalate.

Accessible Services



We want everyone to be able to access our services. We can provide:

- Interpretation and translation services
- British Sign Language support
- Large print documents
- Audio formats
- Alternative languages
- Braille information where required

Please let us know if you need information in a different format.

Listening to Your views

Your feedback helps us improve our services, you can get involved through:

- My Home Portal feedback
- Ochil Voice Tenant Scrutiny Group
- Focus groups and workshops
- Estate walkabouts
- Surveys and consultations
- Becoming a Board Member

We will tell you how your feedback has helped shape our services through our "You Said, We Did" updates in our newsletters and website.

What we expect from you

- Treat our staff with courtesy, respect and dignity.
- Provide accurate information when requested
- Allow reasonable time for us to investigate enquiries
- Keep any appointments you may have or contact us if you need to change the date or time
- Work with us to help resolve issues
- Feedback to us your views and suggestions to improve our services

Complaints & Positive Feedback



Unfortunately, there may be times where we get things wrong and you do not agree with a decision made, or you are unhappy with the way you have been dealt with by a member of staff.

On these occasions, the Association wants to be given the opportunity to investigate what went wrong and, if necessary, take steps to put it right. Our Complaints Procedure is available on our website and a paper copy is available on request.

We also welcome positive feedback regarding our staff and contractors. Tenants are encouraged to reach out at any time to share their positive experiences.

Our Commitment



We will be responsive, respectful, accountable and customer-focused in everything we do. Your feedback helps us deliver better services for everyone.

Contact Us

You can contact us within office hours which are:

Monday, Tuesday & Thursday 9.00am - 5.00pm

Wednesday 12.30pm - 5.00pm

Friday 9.00am - 3.00pm

Our contact details are below:

Ochil View Housing Association

Ochil House, Marshall

Alloa

FK10 1AB

Telephone: 01259 722899

Email: customerservices@ochilviewha.co.uk

Website: www.ochilviewha.co.uk

For emergency repairs when our office is closed, please use our out-of-hours emergency repairs service.