

## **Policy Name: Customer Care Policy**

At Tai Calon Community Housing, our goal is to achieve 95% customer satisfaction.

This policy explains our approach to customer care, the standards we maintain, and the steps we take to ensure a positive experience for our customers.

### **Our Policy Promise**

<b>What we'll do</b>	<b>What this means for you</b>
Provide all our policies in different formats.	You can reach out to us to let us know what format you need.
We make our policies easy to follow by splitting them into two parts; <b>what we'll do and what this means for you.</b>	This helps you understand the service we offer.
We will follow our Vulnerable Customer Policy for helping customers who need extra care	You will get the right type of service based on your individual needs.

### **Policy Objectives**

We are committed to providing exceptional service tailored to customer needs. Our customer care objectives are embedded in our organisational values of CALON.

<b>What we'll do</b>	<b>What this means for you</b>
<b>BE CREATIVE:</b> We will provide easy access to our services and encourage our team to be creative when dealing with customer requests.	You can access our services by phone, email, social media, writing, and in-person visits. Additionally, we offer accessibility enhancements such as a language line service, a hearing

	<p>loop system, large print or braille materials, and audio recordings.</p> <p>Our team are empowered to think outside the box and be innovative to create personalised services to meet your needs.</p>
<p><b>BE AUTHENTIC:</b> We will be genuine, sincere, and transparent with customers.</p>	<p>We will treat you with respect and consideration maintaining open, honest, and clear communication.</p> <p>We will take the time to understand your needs, capabilities and expectations, and use that information to tailor our services appropriately.</p> <p>We will communicate with you regularly and keep you updated if we experience any delays to our services.</p>
<p><b>LEARN:</b> We are committed to continuous improvement and will continuously invest in training our staff to respond effectively to individual needs, enhancing customer service.</p>	<p>We'll regularly assess your feedback, learn from any mistakes and look for ways to change our policies and processes to improve the service we provide.</p>
<p><b>TAKE OWNERSHIP:</b> Our staff will take ownership of customer issues.</p>	<p>We will answer your calls, emails, and social media enquiries promptly, with an emphasis on resolving your issues first time and making it easy for you to contact the right person.</p>



	<p>You can find detailed information about our <b>service standards</b>, including response times for general enquiries, repairs, complaints, and anti-social behaviour on our website.</p> <p>You can also find information about our service standards by contacting our customer service team.</p> <p>We will make relevant and accurate records of our interactions with you, so the service we deliver is straightforward and as easy as possible.</p>
<p><b>NOT ON YOUR OWN:</b> We know delivering exceptional customer service is a team effort.</p>	<p>Our team will work closely with each other and partners to provide the best service possible.</p> <p>Your assistance is important to help us do this.</p> <p>When issues arise, we will work together with you to resolve them efficiently. We appreciate your patience and understanding as we sometimes need time to find the best solutions.</p>

## Related legislation that our policy complies with.

- Rented Homes (Wales) Act 2016
- Equality Act 2010

## Other relevant Tai Calon documents.


- Rented Homes Wales 2016
- Customer Voice Strategy
- Privacy Policy
- Unreasonable Behavior Policy
- Concerns & Complaints Policy

## Equality, Diversity, and Inclusion

To promote fairness, inclusivity, and adherence to equality principles, we have conducted an Equality Impact Assessment. As part of this we reviewed relevant information we hold about our customers to make sure this policy is accessible to everyone.

## Review

We will review this policy either when necessary or every 3 years. During any review, we will consider customer feedback and any changes in regulatory guidance and best practices.

<b>Chief Executive/Director Approval:</b>	
<b>Board Approval Date:</b>	17 <sup>th</sup> February 2025
<b>Date of next review:</b>	17 <sup>th</sup> February 2028

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