



Our Priority is Quality

These Customer Service Standards cover the work that CHA, Care & Repair, Castlehill Housing Trust, and Castlehill Solutions Limited carry out. Our customers are all different with varying needs and circumstances, but our aim is to deliver customer excellence to everyone. Customers are at the heart of our services and decision-making.

Our Customer Service Standards support CHA's Strategic Vision and Customer Service Strategy and is underpinned by our values of Communication, Customer Service, Respect, Embracing Change and Accountability.

It details how we will communicate with our customers and the range of ways our customers can communicate with us.

Contact us

By phone:
01224 625822
during office hours,
which are

Monday	9am - 5pm
Tuesday	9am - 5pm
Wednesday	10.30am - 5pm
Thursday	9am - 5pm
Friday	9am - 4pm

01224 625822 out with office hours
for emergency repairs

There will be a recorded message
providing you with details of our
out-of-hours response service

Email:
Info@castlehillha.co.uk

Website:
www.castlehillha.co.uk

By post:
Castlehill Housing Association
4 Carden Place
Aberdeen
AB10 1UT



Customer Service Standards

Our service will:

- Treat everyone who uses our services fairly, and with respect.
- Be courteous and professional at all times.
- Ensure, by listening to you, that your needs are identified and understood.
- Wherever possible, see things from your point of view.
- Always identify ourselves by name or name badge.
- Ensure we consider the needs of people with disabilities and those whose first language is not English.
- Comply with GDPR and Data Protection legislation.
- Apologise when mistakes are made, and ensure these are rectified as soon as possible.
- Communicate regularly about the work we do using a range of approaches

Our expectations of you:

- Be polite and courteous to our staff and those working on our behalf.
- Be patient.
- Advise us about any changes in your circumstances.
- Provide us with all the information we need to deal with your enquiry.
- Keep us updated if your contact details change.

Contacting us:

- Email, phone, letter, and website enquiries are available to our customers. Please let us know your preferred method of communication.
- You will receive an acknowledgement that your enquiry has been received.
- We will only transfer your call if necessary – we will tell you who you are being transferred to and tell the person taking the call who you are and the nature of your call. If we are unable to put you through to the person you need to speak to, we aim to ensure you receive a call back within two working days.
- We will provide an emergency out-of-hours service so you can report an emergency repair anytime.
- CHA's website is available to submit/report any issues/enquiries relating to your tenancy. It is also where you will find up-to-date information relating to CHA and its services.
- When you contact us making an enquiry, we will be clear about the actions we will take and where appropriate, when we expect to get back to you.



When you write we will:

- Acknowledge receipt of your letter or email within two working days.
- Aim to respond in full within 10 working days. If the issue is complex, we will keep you up to date and ensure you receive a full response as soon as possible.
- Reply in plain English, in a standard format and avoid using technical terms and jargon.
- Ensure all letters have the name and job title of the person sending the letter.