

Customer Service Standards



What you can expect from us

We are committed to providing excellent service and our customer service standard sets out what you can expect.

We aim to ensure that you can contact us in a range of ways, including by telephone, via our website, through our tenant App, by email or by letter.

The customer service team's direct line is open from 9am to 5pm, Monday to Friday.

Email: info@circlevha.ie | Telephone: 01-4072110.

We also have an out of hours service where you can report emergency repairs after 5pm, at weekends or during bank holidays.



When you contact us we will:

We will:

- offer a friendly, welcoming, and professional service
- introduce ourselves by name, wear name badges when entering your home
- be realistic and not make promises to you that we cannot keep
- treat you fairly and according to your needs whatever your age, nationality, ethnic origin, disability, gender, or sexual orientation
- provide a translator, signer, or information in other formats such as large print, Braille etc. if required
- use written and spoken language that is clear, jargon free and easy to understand
- We will take note of all interactions on our housing IT system



When you telephone us or email us we will:

We Will,

- aim to answer the phone within 30 seconds; if we can't, we will advise you that you will have to wait for a short while and will tell you what position you are at in the queue
- answer your call courteously and clearly stating our name and the service you have called
- do our best to answer your question; if you need information that the team cannot immediately provide, we ask one of our specialist teams to contact you within 2 working days with a solution, an update or to let you know that they need more time before they can provide an answer
- ask if you are satisfied with the service, you've received when you speak to us and if there is anything else we can help you with



- place a message on the phone system when we are away from our desks for team meetings or training, advising of you on how to contact our out of hours emergency repairs service.
- call you back within 2 working days if we receive a voicemail from you
- acknowledge your enquiry within 3 working days when you contact the Customer Services team by email or through our website
- send you a text message or call you to confirm that a job / repair has been completed (if we have a mobile phone number on file for you)
- aim to acknowledge all complaints within 5 working days if you are dissatisfied with the service that you have received



How can you be sure that Circle VHA is meeting these service standards?

We will:

- Use our IT system, including telephony system data and audit checks to ensure we are meeting timescales
- Regularly monitor tenant satisfaction survey feedback carried out by a third party
- Invite involved tenants to review performance and periodically scrutinise Circle VHA's customer service standards



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You can also help us by:

- Giving us all the information, we need to help you
- Letting us know if you have any individual requirements
- Telling us how we can improve our service
- Asking us to explain anything you're not sure about