

Customer Service Standards



Circle VHA Customer Service Standards

Our commitment to you

At Circle Voluntary Housing Association, we firmly believe that how we interact with our customers, communities, colleagues and key stakeholders is of fundamental importance. Our commitment to caring about our tenants and the services we deliver has led to the development of our six core values **We Hear...**

W - Willingness to embody all our values in a driven manner.

E - Empowerment of our staff and tenants.

H - Honesty allows for complete understanding, it aids in the delivery of integrity and putting our tenants' best interests at the heart of our decision-making.

E - Excellence reminds us of our continuous strive to be better.

A - Accountability benefits all, transparency will foster this, and the creation of solid and reliable documentation will ensure that this accountability is enforced.

R - Respect is the foundation of these values, without respect for us, others, and the service we provide we must ask ourselves why we put so much of our valuable time into the job we do.

Contact us

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

What you can expect from us;

- Offer a friendly, professional, and efficient service.
- Introduce ourselves by name and wear Circle VHA identification when entering your home.
- 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.



Circle VHA's Performance

- We will monitor and evaluate our performance.
- Examine the development and delivery of our services in order to meet your needs.
- Train our staff to meet your needs on an ongoing basis.

Review

- Our services will be continually reviewed by staff and improved where necessary.
- We will regularly monitor tenant satisfaction surveys and feedback
- We will invite involved tenants to periodically review Circle VHA's performance and customer service standards.

Complaints

We aim to investigate complaints made about the quality of our service promptly, fairly, and impartially and respond to complainants within the timeframe specified within our complaints policy. We have a complaints policy in place, you can log a complaint through our website or by contacting us by phone or email.



Customer Responsibilities - what we ask of you

Circle VHA commits to delivering the best possible service to you in an efficient and respectful manner.

To help us to keep our commitment, we expect that you:

- **Treat staff in a courteous, civil, and fair manner in all your dealings with us, whether that is in person, by phone, in writing or online.**

We will not accept:

- **The use of offensive, threatening or inappropriate written or oral language towards staff and/or members of the public.**
- **The use of violence or the threat of violence towards staff and/or members of the public.**
- **Photography and filming without permission.**

