

Service Standards

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SERVICE STANDARDS

We are always looking for ways to improve our services and welcome suggestions or comments on how we can do better. We are committed to carrying out the following:

- ★ Treat you fairly and with dignity and respect regardless of age, gender, religion, political opinion, race, marital status, dependant status, sexual orientation or ability/disability in accordance with Section 75 of the Northern Ireland Act 1998;
- ★ Ensure our services are accessible to all;
- ★ Use language that is easy to understand;
- ★ Be open and honest;
- ★ Maintain and respect customer confidentiality;
- ★ Hold all personal information in accordance with the latest Data Protection Guidelines;
- ★ Listen to your views.

When we visit you

- ★ We will advise you in advance of our visit, where reasonably practical;
- ★ Association representatives will identify themselves before entering your home;
- ★ All staff will clearly identify their name, job title and contact details in all correspondence and visits;
- ★ Staff will wear name badges/photographic identification, where appropriate;
- ★ We will publish our performance standards on an annual basis.

When you contact us

- ★ You will be offered the option to leave a message if the member of staff member you wish to speak with is unavailable;
- ★ You will not be transferred to other departments, unless necessary. If transferred, you will be informed of the reason why and who your call is being transferred to.

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When we receive your letter/email, it will be:

- ★ acknowledged within 3 working days; and
- ★ responded to within 20 working days.

KEY PERFORMANCE TARGETS

Ark Housing's key performance targets are reviewed annually by the Board of Management and Senior Management Team. Details of our performance are published in the Association's Annual Report which is available on our website, www.arkhousing.co.uk

Comparing our performance

Ark Housing compares its performance against a wide range of other housing providers and regulators on an annual basis.

Tenant satisfaction

Ark Housing carries out Tenant Satisfaction Surveys on a regular basis. The results are used to develop targets for continuous service improvement.

Complaints and compliments

We aim to provide the best possible service for all tenants, but we know that, from time to time, things go wrong. We want to hear about those occasions where our service standards do not meet expectations.

Where complaints do arise, we adhere to our Complaints Policy which is available on our website, www.arkhousing.co.uk or is available in printed form, on request. If you wish to raise a complaint, please refer to Section 10 in this handbook.

There may be occasions when you wish to recognise exceptional customer service by Ark Housing staff or have ideas about how to improve services. We would be glad to hear from you and invite you to contact the Director of Housing at our Head Office or email info@arkhousing.co.uk



DATA PROTECTION

Ark Housing is committed to keeping any personal information you give us safe and ensuring your privacy. This section contains information on how we do this and how to request information we hold.

The General Data Protection Regulation (GDPR) came into force on 25th May 2018 and replaced the Data Protection Act 1998 (DPA). It is designed to protect personal information which is collected in various formats. GDPR reinforces the principle that personal information remains the property of the individual who is giving their permission for an organisation to use that personal data. Individuals have rights over the personal data, including the right of access to any records of information held about them.

Ark Housing is registered with the Information Commissioner under the GDPR.

We are committed to the Data Protection Principles of collecting minimum personal data, controlling the access of personal data and keeping personal data for the minimum time necessary and will delete thereafter.

Information is not normally transferred to any other third party unless express consent is given by the person providing the information to the Association or under exemption of the Act. The Association takes data privacy and security very seriously indeed and aims to ensure that personal data is always held securely.

The Association will respond to requests for access to information held under the GDPR on receipt of the appropriately completed form or an appropriately completed letter requesting information.

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The Association will then collate the information and return that to you within 30 days of the request having been made.

Anyone seeking information should be aware that the GDPR relates to your personal information only. The Act does not cover information relating to a third person and the Association will not provide information to a third party unless they have gained consent of the owner of that information and provided that to the Association.

The Association aims to be an open and transparent organisation.

ALL REQUESTS FOR INFORMATION AND QUESTIONS SHOULD BE DIRECTED TO:

The Data Protection Officer
Ark Housing Association,
Hawthorn Office Park,
Unit 1, 43 Stockmans Way,
Belfast BT9 7ET.