

DEVELOPING A CUSTOMER CHARTER

TENANT
PARTICIPATION
ADVISORY
SERVICE



A Local Charter will soon be compulsory

TPAS can work with your organisation to develop a unique customer charter.

Tenants of social landlords increasingly have come to expect a consistent and professional housing service from their landlord. Landlords too, need to be able to define standards and measure progress against those standards. Customer service in particular is an area of interest for landlords and tenants.

TPAS can help you to develop a customer charter in consultation with your tenants. Our approach would be to maximise tenant involvement in setting the standards included in your charter, as well as taking into account performance standards, the new Social Housing Charter and accepted best practice.

TPAS can work with your organisation to develop a customer charter that considers:

- Customer service standards;
- Complaints handling;
- Code of conduct for staff and governing body members;
- Partnership working for community gain;
- Environmental and ethical standards;
- Standards that promote equality of opportunity.
- Maximising opportunities for involvement

Now is a good time for your organisation to get ahead.

Proposals for a new Scottish Social Housing Charter are currently going through parliament as part of the new Housing (Scotland) Bill. It is widely anticipated that this will lead to the introduction of new national standards that will be used to measure landlord performance. The Government also wants to see the Scottish Social Housing Charter include a requirement for landlords to agree localised standards with their tenants. TPAS have been asked to give evidence to the relevant parliamentary committee about what tenants expect to see in the Charter.

Contact Lesley or Jamie at TPAS to discuss your particular requirements:

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