

# Customer Services Charter

## 2025 – 2026



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This is our Customer Services Charter.



It is like an agreement between Ark and our customers.

The Charter tells everyone:



- How we will work for our customers
- How we expect our customers to treat our staff
- What customers can do if we get something wrong





**Values** - Values are the things that are most important to us.

They help everyone know how to treat each other and how staff will behave.



Trust

**Trust** – we want our customers to trust us and feel that they can rely on us to do a good job.



Respect

**Respect** – we treat everyone fairly and we listen. We treat everyone how we would like to be treated.



Understanding

**Understanding** – We listen to others and try to see things from their side.



Equality

**Equality** – we believe everyone is equal and we want everyone to feel included.



Integrity

**Integrity** – we will say sorry if we get something wrong. We will learn from our mistakes.

## Standards of Service



These are the things you can expect our staff to do.



Always be polite, friendly and respectful to you.

If you phone us, we will tell you who are speaking to.



Treat everyone equally and fairly.



We will make sure you can leave a message if staff are busy with other calls.



Listen to you properly and check that we understand what you have told us.



Try to solve your problem the first time you tell us about it.

If we cannot help you, we will try to find someone who can.



We will look after your personal information very carefully and follow the laws about this.



We will show you our ID when we visit, so you know who we are.

Contractors and other people we have asked to visit you will also show you their ID.



Respect your home and your privacy.



We will check how we are doing by asking you to do surveys about what you think.



We will listen to what you think and keep trying to make things better for you.



## Service Targets

These are goals we have about how quickly to do things for you.



Visit you at home if you need us to in **5 working days**.



Answer **80% of calls** to the customer services team straight away. This means most of the time.



Respond to any telephone messages in **24 hours**.



Respond to letters, emails, texts in **2 working days**.



Give you an update **every 5 days** when you have a problem that hasn't been fixed yet.



Tell you who will come to do a repair and when they will come in **24 hours** after you reported the repair.

Some homes are owned by other landlords and we don't do repairs.



In Ark homes, sort emergency repairs so they are safe in **4 hours**

In Ark homes, complete non-urgent repairs in **8 working days**



Respond to frontline complaints in **5 working days.**

Respond to stage 2 complaints in **20 working days.**



Answer housing applications in **10 working.**



## Our Expectations

We expect our customers to do these things.



Be polite and respectful to our staff.



Do not be aggressive, threatening or abusive to our staff with your words or actions.



Give us information we ask from you on time.



Let us into your home when we need in.



If you need to cancel a visit to your home, tell us 24 hours before the visit was going to happen.



If you have a question, use the website or Tenant Portal to find the answer first before phoning us.



If you can, give us your e-mail address or mobile phone number. This means we can use less paper to send letters.



Let us know when we get it wrong and help us make things better.



Understand that there are some things we cannot help you with.

When we can't help, will try our best to direct you to someone who can help.

## Our Performance



We will do these things to check if we are doing what this charter says



We will listen to customer feedback in surveys and complaints



House visits and Estate walkabouts



Have a Tenant Scrutiny Group

## What happens if we get it wrong



You can complain if we don't do what this charter says



You can tell any member of staff about your complaint.



Or you can email at [complaints@arkha.org.uk](mailto:complaints@arkha.org.uk)



You can also find more information about complaints on the Ark website.



If you would like this document in a language or format of your choice including large print, audio, Braille; or if you have any questions or want to feedback, please contact us:

**E-mail:**  
[customer.services@arkha.org.uk](mailto:customer.services@arkha.org.uk)

**Tel:**  
**0131 478 8143**

**Website:** [arkha.org.uk](http://arkha.org.uk)

**We're Social**



Ark Housing Association Ltd is a Scottish Charity & Registered Social Landlord  
Scottish Charity No. SC015694  
Register of Social Landlords No 66  
Co-operative & Community Benefit Societies Act 2014 Registered Society No. 1899RS