



# Customer Care



**Grŵp Cynefin**

Mwy na thai • More than housing

## Accessing Services

Grŵp Cynefin aims to deliver excellent, high quality services to all our customers.

## Contacting us

Whenever you need to discuss anything about your tenancy or your home or just want some general advice, we would encourage you to contact us.

You can contact day or night on: **0300 111 2122**

During normal office hours 9.00 am to 5.00 pm Monday to Friday, the Customer Service Team will respond to your calls.

Between 5.00 pm and 9.00 am Monday to Friday, weekends, bank holidays and the three working days between Christmas and New Year, the telephone lines are transferred on the On-call Team (who deal with maintenance emergencies only). **If you have an emergency outside of normal office hours, we encourage you to talk to an officer on call and not leave a message.**

Please also refer to the 'Repairs and Maintenance to My Home' section 7 and the 'Managing and preventing an Emergency' section 9 for further information.

## Contact details

Phone: 0300 111 2122

Fax: 0300 111 2123

E mail: [post@grwpcynefin.org](mailto:post@grwpcynefin.org)

Website: [www.grwpcynefin.org](http://www.grwpcynefin.org)

**Emails are only dealt with during office hours (9.00am - 5.00pm) and we aim to respond within 24 hours if possible.**

## Our Offices:

Tŷ Silyn, Penygroes, Caernarfon, LL54 6LY

54 Stryd y Dyffryn, Dinbych, Sir Ddinbych, LL16 3BW

33-35 Stryd Fawr, Llangefni, LL77 7NA

Uned 8, Gweithdai Penllyn, Heol Aran, Y Bala, Gwynedd, LL23 7SP

Grŵp Cynefin records its telephone conversations for training and monitoring purposes.

## Meeting with staff

If you need to discuss something in person or in some detail, you can arrange to see a member of staff at our offices or in your home. You need to make an appointment to be sure they are available.

## What tenant services do you provide?

- Let homes to new tenants
- Take rent payments and follow up missing payments and arrears
- Give advice on Universal Credit, Housing and Welfare Benefits including any changes
- Manage the properties, including maintaining shared or communal areas
- Arrange any repair work or improvements needed to your home
- Deal with problems from neighbours and give advice on tenancy matters
- Give advice about adaptations for residents with disabilities and extra services for the elderly and vulnerable households
- Support vulnerable tenants
- Consult with tenants
- Advise tenants on the options available if they need to move home

## What support services do you provide?

We provide a range of specialist accommodation and support services to vulnerable people with different needs, including extra care housing schemes for the older people.

We also have a number of sheltered housing schemes for older people or people with disabilities who wish to live independently but need housing support. Please refer to the section 10 'additional support services' for more details on the services available.

## What are Service Standards?

We aim to place our customers at the heart of everything we do. We have listened to comments from tenants and have established and set out certain standards for the way we work and the way we deliver services to you. These are referred to as our service standards.

Each of our service standards are the result of consultation with tenants as well as staff within the Association.

These service standards tell you what level of service you can expect from us. We regularly measure our performance against these service standards with the use of questionnaires, Mystery Shoppers and Tenant Inspectors. We will also let you know how we are doing through Calon, the tenant newsletter and our Annual Report. Copies of our service standards are available on request. You can also view them on the Association's website.

## How do Grŵp Cynefin handle personal information?

We sometimes need to take personal details about you and members of your family. We will respect your privacy, and we understand that some information you give us will be confidential. However we may have to share certain details you give us with other organisations such as the Council or the Police. (See over for further information).



## Data Protection Statement

To do our job as a housing association we collect and store personal information about our tenants, other people who live in our properties and housing applicants. This information (from application forms, housing officer interviews etc.) is known as 'personal data'. The law gives you the right to know what information we hold about you and requires us to use it fairly and properly in a way you understand. You can also have the information corrected if it is wrong.

From May 25, 2018, new General Data Protection Regulations (GDPR) are in force. In general this means that individuals will have:

- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision-making and profiling.
- The right to be informed

Usually, there must be agreement of the individuals to share or use data we process unless we can show a business reason as to why we need to share or use the data eg assisting a tenant to apply for housing benefit.

### How do Grŵp Cynefin collect the personal information?

When you first applied to become a tenant of the Association, you were asked to disclose personal information about yourself and your family. That information assisted us to process your application and to ensure that you received fair consideration for a property which was most suitable to you.

### How do Grŵp Cynefin update the information held about tenants?

From time to time, we may ask you for more information or review the information we have about you. This will assist us to manage your tenancy, and help us to tailor our services to meet your needs. We must conform to the Data Protection Act 1998. For more details on the Act, please contact us

## How can I express my views about the Association's service?

Although we try to make sure that we do everything right first time and deliver a very great service, sometimes we get things wrong or we could have done things better. Either way, we invite you to tell us. You can do so in a number of ways – by phoning, writing or e-mailing us or face to face at our offices or in your home. Please return our satisfaction cards and questionnaires. It all helps us to measure what we do well and where we need to improve our services to you.

## What should I do if I have a grievance?

If you are not satisfied and feel you need to take a matter up with us, we recommend that you talk to us first by contacting the team or person that dealt with the matter concerned. It could be you are unhappy about the quality of a repair job, or the time it is taking to get a repair finished or about a decision we have made about your tenancy. It could be about lack of information or a mistake, or just a misunderstanding which can be resolved immediately. Wherever possible, the team or person will try and resolve the matter for you on the spot, or if they cannot, they will tell you what they plan to do and when it will be done. Sometimes, they will not be able to do what you would like.

If after raising the matter informally you still feel aggrieved, or if the issue is such that it cannot be taken up informally as suggested above, then you can take the matter up more formally as a complaint.

## How can I make a formal complaint?

A grievance is treated as a formal complaint when a customer confirms that he/she wishes to register a complaint officially. If you wish to make a formal complaint please contact our Senior Performance Officer on 0300 111 2122 or e-mail [complaints@grwpcynefin.org](mailto:complaints@grwpcynefin.org)

This Officer will act independently, and explain how to proceed with your complaint and what will happen next, as set out in our 'Complaints Policy'.

If you do not wish or are unable to make the complaint yourself, we are also happy to deal with someone who will represent you. This may be a local official, family member, or other body such as an advocate. In such instances we will require you to give us your permission to discuss matters with your representative and particularly if your complaint concerns sensitive or personal information.

If when we have dealt with your formal complaint you remain dissatisfied with the outcome, you can contact:

Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae, Pencoed CF35 5LJ  
Telephone: 0300 790 0203  
Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)  
Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

## Grievance and complaint performance

We continually monitor grievances and complaints we receive in order to try and improve our service, and to make sure it remains easy for tenants and customers to let us know when they are not satisfied.

We regularly publish information about our performance on complaints, and compare our performance with organisations similar to ourselves.

## Compliments and suggestions

As well as taking note of your grievances, we really value your thanks and positive comments when we have got things right. Your suggestions are also a great help to us, as they can provide valuable ideas about how we can change or improve our services.

You can give us your compliments and suggestions in the following ways:

- Writing to us
- Calling us on 0300 111 2122
- Returning job satisfaction questionnaires
- E mailing us at [post@grwpcynefin.org](mailto:post@grwpcynefin.org)
- Completing the on line form

Examples of the suggestions and ideas that have been presented by other customers can be found in the section 'You said we did' on our website [www.grwpcynefin.org](http://www.grwpcynefin.org)

### "You said, we did"

We don't think it is sufficient just to ask our customers what they think – we believe it is equally important to do something with the information to make things better for both you and us.

We take the information you give us about our services, and analyse and discuss them in our team meetings. We also take them to working group meetings which are attended by tenant representatives. In this way, our customers are not only giving us comments and suggestions, but are also involved in deciding how we respond. If we believe that what you suggest will make a positive difference, we will put it into practice.

When this happens we publish it so you can see immediately how customer feedback has been used to make a real difference.

We publish this on our website, in our regular newsletters and in our Annual Report.



## How do I Claim for Compensation?

Circumstances may arise from time to time when a tenant feels justified in submitting a claim to the Association for compensation. This may be because we or one of our contractors have done something wrong and continued to fail to get it right after we've asked them to go back, or we have failed to deal with a problem, and it has left a tenant facing additional costs or a health risk, or being inconvenienced in a major way. Should this happen to you, then you need to write to us giving as much detail as possible in order for us to give the matter full consideration.

It must be remembered we are a charity with open accountability for our expenditure. Our officers are bound by the Association's financial regulations. Any claim for loss made to the Association must be investigated with full consideration given to all factors surrounding the alleged loss.

If you require further information about claiming for compensation, please contact the Senior Performance Officer on 0300 111 2122.



## Equality and Diversity

As a Housing Association we provide services to a wide range of people. We must therefore make sure that our services are accessible and suitable for all. We also want to ensure everyone's views are taken into account and help create an environment that is inclusive. We will always try to ensure that the services provided by us are provided in a manner which reflects and respects the equality and diversity of the communities where we work.

We define equality and diversity as:

- Respecting that everyone is an individual
- Responding to individual needs
- Celebrating differences and recognising that diverse views and beliefs make a positive contribution to our workplace and community
- Providing opportunities and an environment where people have choice and independence
- Removing barriers and making sure everyone is included

Our aim is to ensure that no person or group of people receiving our services are treated less fairly than any other person or group of people regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, gender, sexual orientation or any other condition not justified in law or relevant to our work.

We will always ensure that our tenants and customers are treated with respect and will receive fair and equal treatment and opportunity. In return we expect the same treatment for our staff, contractors, Board Members or other persons acting on the Association's behalf. We will take action against anyone who knowingly acts against these principles, and in serious cases we will evict people from their homes.