



Customer Service Charter

A guide for residents



customerservice@tuathhousing.ie



1800 852 751

Mission

To provide good quality, secure homes that people can afford.

Vision

Investing in people and places by providing more homes and choice.

At Tuath Housing, our aim is to provide the highest standard of customer care. This Charter sets out the level of service you can expect from us, your rights as a customer, and how you can help us deliver quality services.

We are committed to treating all customers with **courtesy, fairness and respect** while continuously improving our services.

Our commitment to you

We will:

- Put **you, our customer, at the centre** of everything we do.
- Provide a **friendly, professional, and respectful** service at all times.
- Ensure our services are **accessible** in ways that suit your needs.
- Listen **carefully**, explain **clearly**, and keep you **informed** about the progress of your query.
- Aim to resolve your query at the **first point of contact** wherever possible.
- Protect your personal information and follow **GDPR and ID verification protocols** at all times.
- Work in **partnership** with local authorities, contractors, community groups, and other agencies to improve services.
- Continuously **measure performance** and act on your feedback to **improve services**.



How you can contact us

You can reach us in the way that suits you best:

- **By phone** – calls are answered promptly, and staff identify themselves clearly.
- **In person** – at our offices (Mon–Thu: 9am–5pm; Fri: 9am–4.30pm).
- **In writing** – by email or post.
- **Online** – through our website and webchat services.
- **At home** – staff and contractors will visit with ID badges and keep agreed appointments.
- **Website** – Customers can log queries through the live chatbot, submit complaints, pay rent, and report out-of-hours repairs.



When offices are closed, our **out-of-hours service** will provide emergency contact details, including for urgent repairs. Our out of hours service can be contacted on the main Tuath number **1800 852 751**.

Your rights as a customer

You can expect:

- To be treated with **dignity, honesty, and fairness.**
- To be given **clear, accurate information** about your tenancy, services, and responsibilities.
- To have your **views heard** through surveys, consultations, and tenant groups.
- To make a **complaint** if you are unhappy with our services – and to have it handled fairly, promptly, and in line with our Complaints Policy.
- To see how we are performing through regular **reports and publications.**



Customer Service

We are committed to delivering a customer experience that is responsive, respectful and reliable at every point of contact. Our service standards set out clearly what you can expect from us — and what we will do to put things right if we fall short.

- We endeavour to answer up to 80% of calls within 20 seconds.
- In the unlikely event that you can't get through we will give you the option to receive a call back on the same day.
- All communication with our team will be professional, friendly, helpful and respectful.
- Our Customer Service team aim to address up to 80% of your queries at first point of contact.
- All letters or emails received will be acknowledged within 2 working days and answered in writing within 5 working days.
- Where a query is specific in nature and must be logged to your Housing Officer, we will aim to respond within the below target timelines:
 - **Routine queries:** response within 5 working days
 - **Urgent queries:** response within 2 working days
 - **Emergency queries:** response within 24 hours
- Where it is only possible to provide an acknowledgement, a target timescale by which a full response is likely to be available will be provided.



This ensures that all queries are addressed in a timely and efficient manner, reflecting our commitment to providing a high quality of service to our residents.

Anti-social behaviour

We want all residents to feel safe and supported in their homes. That's why it's important to understand what Anti-Social Behaviour (ASB) is, how to report it, and what happens next.

Once a report is received:

- We will assess the situation and open a case if deemed ASB.
- An action plan is developed outlining steps we'll take.
- We investigate the case thoroughly, based on the evidence available.
- A determination is made, and we aim to close the case within 15–20 working days.

Complex cases may take longer however; we will keep you informed throughout the process and let you know the outcome.



Repairs

Repair requests are managed according to their urgency, following established guidelines for the maximum waiting times for repairs that are the landlord's responsibility. These guidelines are specified in the Repairs & Maintenance Policy, which also includes the Guide to Repairs. Tuath's responsive repairs KPI sets a target of achieving at least 90% satisfaction with the responsive repairs service. Repairs are classified to ensure urgent cases are addressed promptly.



- **Emergency Repairs:** These are issues presenting an immediate risk to health, safety, or security, such as gas leaks, significant electrical faults, or extensive water leaks. Emergency repairs are typically attended to within 24 hours, with a contractor KPI of 99% for timely attendance and making the site safe.
- **Urgent Repairs:** Problems that notably affect comfort or could escalate if left unresolved, including heating failures during winter, are generally addressed within four working days. The contractor KPI for these repairs is 95%.
- **Routine Repairs:** Non-urgent concerns, such as sticking doors or minor plumbing leaks, are scheduled for completion within 28 days. The contractor KPI for routine repairs is 90%.
- **Cyclical & Planned Works:** We implement a programme of cyclical and planned works to ensure properties remain compliant with safety regulations and modern standards. For instance, we conduct annual gas safety inspections and electrical safety inspections every five years.



Complaints and feedback

We aim to get things right first time, but if you are unhappy:

- You can log a complaint by **phone, email, letter, in person, or online.**
- We will acknowledge your complaint within **5 working days.**
- We aim to resolve most complaints within **30 working days**, keeping you updated along the way.

We also welcome feedback through surveys, consultation groups, and direct engagement. Your views shape how we improve our services.

Your responsibilities

To help us provide a high-quality service, we ask that you:

- Treat our staff, contractors, and other customers with respect and courtesy.
- Provide accurate information when requested.
- Keep to agreed appointments or let us know in advance if you cannot attend.
- Use our complaints and feedback channels responsibly.
- Work with us to maintain safe, welcoming, and sustainable communities.

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.



Our values in action

Everything we say and do reflects our core values:

- Honest and open
- Helpful and supportive
- Friendly and approachable
- Compassionate and respectful
- Professional and dependable

We avoid:

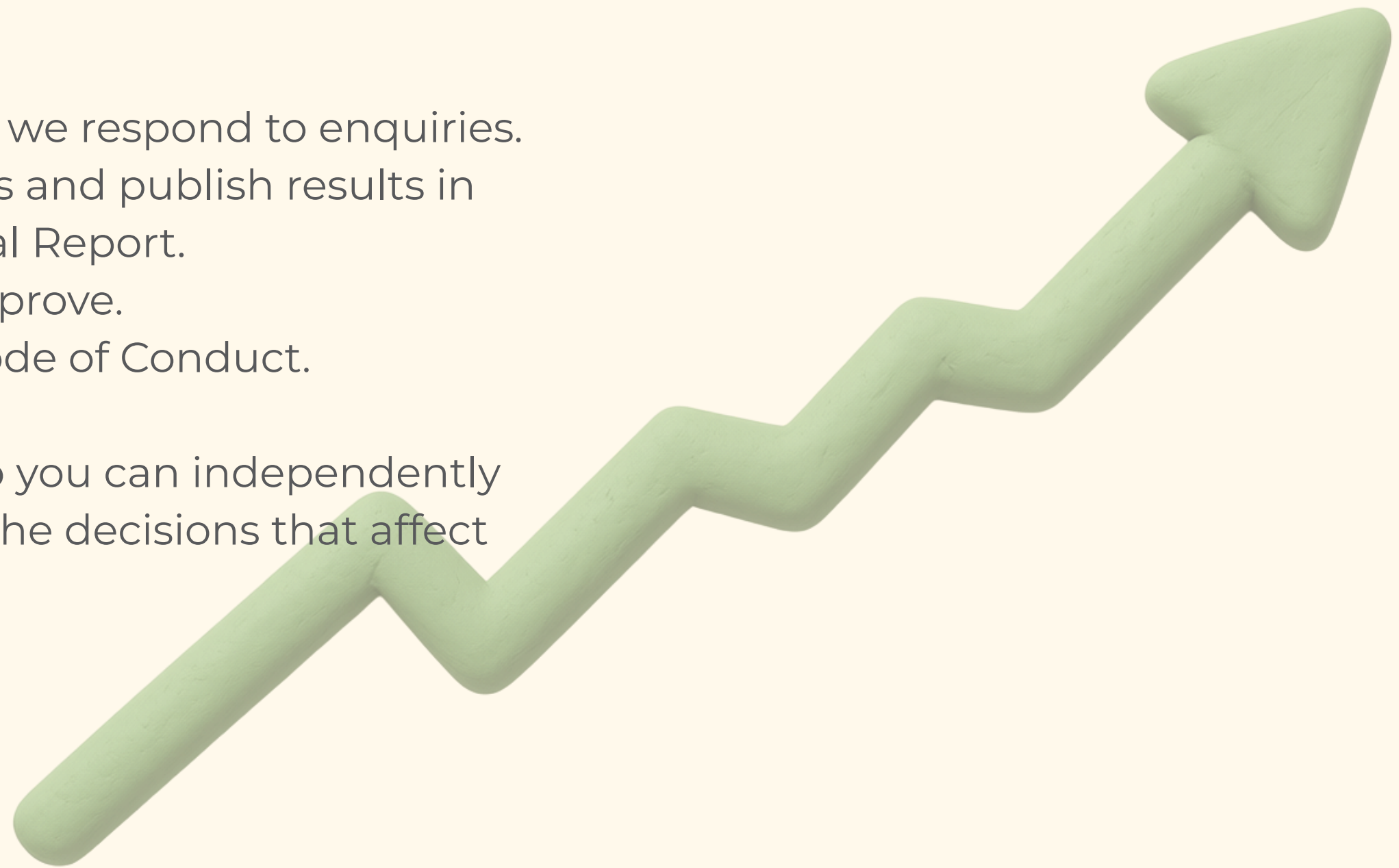
- Impatience
- Arrogance
- Patronising or dismissive
- Ambiguity or blame-shifting

Measuring our standards

We will:

- Monitor how quickly and effectively we respond to enquiries.
- Carry out tenant satisfaction surveys and publish results in our Residents' Magazine and Annual Report.
- Act on feedback to continuously improve.
- Ensure our contractors meet our Code of Conduct.

We will work in partnership with you so you can independently monitor us and hold us to account for the decisions that affect the quality of your home and services.



How we will deliver our promise:

- By engaging with Customer Feedback Panels to shape ongoing service improvement.
- By supporting regular customer-driven service improvement coordinated by our Customer Engagement Team.
- By reporting changes and improvements that we have made based on customers' views to our Housing and Communities Committee so they can hold us to account on them.
- By effectively training and supporting our involved customers.
- By regularly publishing "You said, we did" reports, written by our Customer Engagement Team showing how customers' views shaped how we deliver our services.
- By using this charter to show you how we perform against it and who holds us to account and how.

How we will measure it:

- By publishing our service improvement work.
- By the number of pieces of service improvement work carried out (monitored by our Senior Management Team and Housing & Communities Committee).



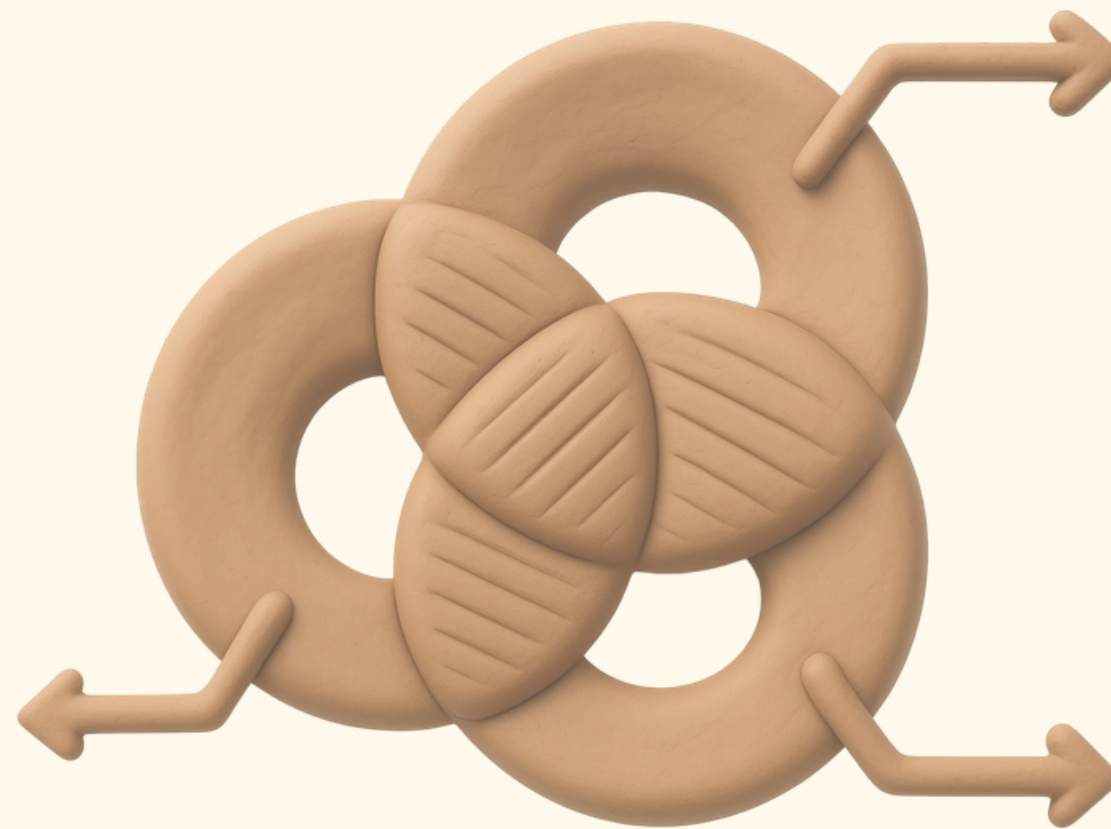
Equality and fairness

We are committed to delivering services **fairly and consistently** to all customers, regardless of background or circumstances.

Working together

Customer responsibilities (Resident role)

- Treat staff and others respectfully.
- Provide accurate information.



Tuath's commitments (Organisation's role)

- Provide respectful, accessible, and responsive service.
- Protect data and privacy.

Customer rights (Resident expectations)

- Be treated with dignity, fairness, and honesty.
- Receive timely, accurate information.