

OUR OFFER
TO CUSTOMERS

A service built around you

Customers are at the centre of everything we do. At Saha we provide affordable housing and support services that are designed to best meet your needs. Our customer offer is a key part of how we deliver this service. It's based around four core principles and helps to guide how we work every day.

AVAILABLE

Phone, online,
social media, in person.

We'll be there when
you need us.

FRIENDLY

The personal touch
can mean a lot.

We'll be by your side
and value what you
have to say.

TRANSFORMING LIVES

LOCAL

Every home
is different.

We'll be up to
speed and offer the
right support.

EFFECTIVE

Sometimes you just
need it sorted.

We'll always try to get it
right first time and
make it easy for you.



What you can expect from us

Our customer service offer guides how we work with you every day.

AVAILABLE

Our teams will know you and your home

We'll provide a friendly phone service with a high level of first call resolution

You'll be able to reach us through different social media channels

We'll offer a range of services via our digital and self-service platforms

FRIENDLY

Our people will be approachable

We'll be polite and listen closely to what you have to say

We'll deliver on our promises and do the best we can

We'll remove barriers for communication or service delivery

LOCAL

Our managers will know you and the local partners

Our colleagues will be familiar with the local environment and homes

We can use text and WhatsApp to keep in touch with you

We will use online platforms for voice and video calls

EFFECTIVE

We'll be professional and treat everyone with respect

We'll be clear and consistent in all our communication

Our people will take the lead and see it from your side

We'll monitor satisfaction to make sure we're on track

Measuring our performance

It's really important that we deliver on our promises. Here are some of the measures we use.

60

LONGEST CALL WAIT SECONDS

45

AVERAGE CALL WAIT SECONDS

100%

INFO@SAHA EMAIL ACKNOWLEDGEMENT

100%

ANNUAL GAS SERVICES COMPLETED

96%

ROUTINE REPAIRS COMPLETED ON TIME

100%

REMOVE OFFENSIVE GRAFFITI WITHIN 24 HOURS

95%

COMPLAINTS DEALT WITH ON TIME

3

CUSTOMER SCRUTINY EVENTS PER ANNUM

90%

RESIDENT SATISFACTION WITH OVERALL SERVICES

2022

FIRST CALL RESOLUTION TO BE INTRODUCED

95%

RESPONSE TO ASB INCIDENTS IN 24 HOURS

Have your say

saha Customer Service Centre:

0800 970 6363

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www.saha.org.uk



 SalvationArmyHousingAssociation

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