



Our Commitments to you

COMMUNICATING WITH YOU	Monitoring by customers at large	Monitoring via Ongo processes
We will provide you with different options to contact and communicate with us	Customer feedback	Monitoring report, Community Voice
We aim to resolve all enquiries at the first point of contact through our customer service team	Customer feedback	Monitoring report, Community Voice
We will provide you with the opportunity to give us feedback about our services via surveys, comments, compliments and complaints	Customer feedback	Customer satisfaction survey, Monitoring report, Community Voice
If we cannot resolve your complaint when we first speak with you, we will let you know who will be dealing with your complaint and agree a convenient time for them to contact you	Customer feedback	Customer satisfaction survey, Complaints Monitoring Panel, Community Voice
We will liaise with you before, during and after any planned improvement work takes place your home	Customer feedback	Customer satisfaction survey, Community Voice
We will provide you with information about your housing options should you wish to move home	Customer feedback	Monitoring report, Community Voice
We will provide you with a rent statement and any advice or assistance you may require on rent payment issues	Customer feedback	Monitoring report, Community Voice
YOUR HOME	Monitoring by customers at large	Monitoring via Ongo processes
All homes will be clean, safe and secure when let to a new tenant	Customer feedback (photo's of excellent, acceptable &	Customer satisfaction survey, Tenant Inspectors,

	unacceptable standards to be available on website)	Community Voice
We aim to complete all repairs & improvements 'right first time' within our target timescales	Customer feedback	Customer satisfaction survey, Maintenance Panel, Community Voice
We will service your Gas, Solid Fuel and Oil heating appliances at least once a year	Customer feedback	Customer satisfaction survey, Monitoring report, Community Voice
We will complete planned improvement works to your home within the target timescales confirmed to you	Customer feedback	Customer satisfaction survey, monitoring report, Community Voice
We will provide aids & minor adaptations to your home following a referral from an approved Occupational Therapist	Customer feedback	Customer satisfaction survey, monitoring report, Community Voice
YOUR COMMUNITY	Monitoring by customers at large	Monitoring via Ongo processes
We will take seriously and investigate all reports of anti social behaviour (ASB) within our target timescales	Customer feedback	Customer satisfaction survey, ASB monitoring report, Community Voice
We will keep our neighbourhoods and communal areas clean, tidy and safe	Customer feedback (photo's of excellent, acceptable & unacceptable standards to be available on website)	Customer satisfaction survey, Tenant Inspectors, Green Space Inspectors, Community Voice