






# Customer Service Charter

This charter sets out what you can expect when you contact us, when you access our services and when you give us feedback. We will listen and learn from what you tell us and try and resolve your enquiries at the earliest opportunity.

## Service Standards:

- ▶ We aim to resolve all enquiries at the first point of contact 
- ▶ We communicate with you at the right time in a way that works for you 
- ▶ We ensure our complaints process is quick and easy to access 
- ▶ We aim to find resolutions to your complaints when you first contact us 
- ▶ We listen and learn from all feedback, including complaints and use the learning to enhance and improve our services 
- ▶ All information is accessible, is easy to understand and relevant to all our tenants and customers 