






# Property Charter

This charter sets out how we will build, invest in and maintain our homes to the highest standards, ensuring the highest health and safety standards for our tenants.

## Service Standards:

- ▶ We invest in our existing homes to make them places people want to live 
- ▶ We invest in all our homes to make them future proof; low energy & low carbon 
- ▶ We maintain the highest of standards to keep people safe in our homes and buildings 
- ▶ We aim to complete our repairs 'right first time' 
- ▶ We build homes that help to meet future demand 
- ▶ We provide a Property service that is value for money and meets the needs of our tenants 