






Customer Engagement Charter

This charter demonstrates how we will involve customers in decision making by informing, consulting and involving you, so that you can give your views and influence improvements to the homes and communities you live in.

Service Standards:

- ▶ We involve tenants in our decision making 
- ▶ We show you how your feedback has influenced and shaped services 
- ▶ We listen to you and act on your views 
- ▶ We support customers to influence, make a difference and achieve outcomes 
- ▶ We provide convenient ways for you to give your views 
- ▶ We provide involvement opportunities that are accessible to a diverse range of customers 