







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 



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 



Neighbourhood and Community Charter

Working with partner agencies and other stakeholders to improve our neighbourhoods and enhance our communities, making them safe and pleasant places to live.

Service Standards:






- ▶ We deal with anti-social behaviour and breaches of tenancy quickly and effectively 
- ▶ We deliver an effective, pro-active Neighbourhood service 
- ▶ We keep your neighbourhoods clean and well maintained 
- ▶ We make sure the highest standards are met in relation to communal areas within buildings and our neighbourhoods 
- ▶ We encourage our tenants to play a part in making their neighbourhoods places where they can thrive 
- ▶ We will work together with all stakeholders to promote social, environmental and economic well-being 



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 