## **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 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 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 antisocial 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

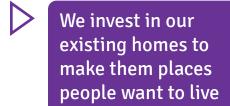




# **Property Charter**

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 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



