

Our Customer Promise

Our commitment to high standards is at the heart of everything we do. We aim to offer all of our customers a consistently high quality of service which is professional, fair and friendly at all times.

Every time we are in contact with you we will:

- treat you with courtesy and respect
- deal with your enquiry promptly and efficiently
- give our name
- wear a name badge
- respond clearly and honestly
- treat you fairly, consistently with others, and without unlawful discrimination, in line with our policies and procedures
- take account of any special requirements you may have such as sign language, interpretation and translation
- respect your right to privacy and confidentiality at all times.

When you contact us by telephone we will:

- answer your call within 20 seconds.
- return all messages by no later than the end of the next working day
- resolve 80 % of all enquiries at the first point of contact.

When you visit our offices we will:

- see you within 10 minutes
- Arrange for you to see the person that you have requested to see, if they are available or make an alternative arrangement if not
- ensure you are seen by someone of the same sex as you, if you tell us this is important to you
- provide a comfortable, non-smoking, accessible environment for you
- see you in a private interview room if you request it.

When we visit your home we will:

- respect your home and culture
- keep our appointments unless we have informed you that we need to cancel
- carry and show an identification card
- visit you out of normal office hours if there are special circumstances.

When we receive a letter, e-mail or text from you we will:

- reply within five working days, giving the name, job title and contact details of the person replying.

When we write to you we will:

- be clear and easy to understand.

We will make various information available, including:

- a range of up-to-date leaflets
- copies of our policies
- an annual report on our performance as a landlord
- publications in various translations, large print, Braille and audiotape formats, where appropriate
- a customer-friendly website.

Access to personal information:

- We recognise that personal information is confidential and we are committed to and support the principles of data protection law.
- On request, you may see the personal information that we hold about you.

If we have made a mistake or you are unhappy with our performance, we will:

- tell you about our complaints procedure and show you how to use it. There are three stages to it.
- aim to deal with most complaints at stage 1 within 14 days and complete all three stages in a maximum of 8 weeks
- view your complaint as an opportunity to learn from our mistakes and provide a better service in the future.

Your opinions - consultation and feedback

- We are committed to involving and listening to our customers on all aspects of our services.
- We will carry out regular surveys of residents and use this information to improve our service.