



CUSTOMER CHARTER

We will:

- Use plain English in our communication so that it is clear, easy to understand and provided in an accessible format
- Make sure that we keep you updated with regular and frequent feedback
- Listen to what you have to say and take account of your views
- Treat you as an individual and with respect
- Do what we say we will do and let you know if we have to change our commitment
- Treat everyone fairly and respect people's differences
- Provide and promote a variety of opportunities for you to get involved with us and to give us feedback on the services we provide
- Give you information at least once a year on our overall performance

As our customers, we will ask you to:

- Pay your rent on time, look after your property and respect your neighbours
- Be polite to our staff and treat them with respect
- Let us know when you are not happy with our service, so that we can try to put things right and improve our service
- Give us the information we ask for and respond to requests to contact us so that we can do our best to help you
- Give access to our workers and staff when you have said you are available