

Our Client Promise

Our Services

To ensure we deal with your enquiry in a respectful, prompt, polite and helpful manner, we will:

- Be accessible and communicate with you either at our offices or over the phone
- Make key services available 24/7 through our digital channels
- Respond to your queries within 3 working days or keep you updated if it takes longer
- Maintain a 24-hour emergency repairs service and attend any emergency repairs within 2 hours
- Attend routine repair appointments within 10 working days of you requesting a repair
- Deal with any complaints and appeals in-line with our published policy

Our Homes

To provide good quality homes and services, we will:

- Maintain our homes to meet the Decent Homes Standard
- Provide parking solutions in line with our guidelines for parking and parking permits
- Undertake appropriate medical adaptations to your home
- Offer guidance and support if you need to move, if you are finding it difficult to pay your rent, or have difficulties with neighbours
- Respect your privacy and protect your personal data
- Work in partnership with other agencies to keep you, your family and the wider community safe

Our Future

So that we can continuously improve, we will:

- Listen to the feedback you provide to make our services better
- Ask for your views and listen to what you have to say when designing future services
- Ensure our homes are let quickly to those who need them to prevent empty homes
- Buy goods and services offering the best value for money, balancing cost, quality and performance
- Minimise rent arrears by chasing debts to protect the income used to maintain our homes
- Make use of modern technologies to bring efficiencies to our service

Your Promise

To help us keep our promise to you, we need you to:

- Abide by the terms of your tenancy agreement
- Pay your rent and any other charges on time and in the agreed manner – being in rent arrears may mean we withhold some services
- Be respectful towards us, your neighbours, our contractors, and others
- Promptly report any repairs needed in your home
- Allow us the time to respond to your enquiry
- Provide constructive feedback on the services we deliver

