



# Customer Service Charter

Document No.                      Version: 2  
Responsible Officer: Director of Housing  
Date Approved: May 2025  
Review Date: May 2028  
Regulatory Standard: 1, 2, 5



INVESTOR IN PEOPLE

**Providing homes, supporting communities**

## **Our Vision**

Providing homes; supporting communities

## **Our Mission**

We will provide high quality affordable homes and services in communities where people are proud to live and work

## **Customer Service Charter**

As a social housing landlord, we put our customers at the centre of everything we do.

We will use this Customer Charter as a framework for delivering excellent customer service, and will aspire to meet these standards with every interaction:

- We will deliver our services in a friendly, professional manner and treat everyone with courtesy and respect
- We will treat all customers without discrimination and will make reasonable adjustments to ensure our services are accessible to all
- We will deal with requests, enquiries and concerns fairly and promptly
- We will communicate using clear and simple language
- We will provide clear reasons for any decisions we make and will provide accurate and relevant advice at all times
- We will provide an efficient, adaptable service that is flexible to meet the needs of our customers
- Where we make a mistake or our service fails to meet our standards, we will apologise and do what we can to put things right
- We will learn from our mistakes and promote a culture of continuous improvement
- We will seek customers' feedback and use this to improve our services
- We will keep customers informed and use a variety of channels to do so
- We will be solution focused and take a positive approach to any challenges
- We will train, develop, and support our staff with the skills they need to provide excellent customer experience

We respectfully ask that all customers always treat our staff members with courtesy and fairness.