

our promise to you...



In delivering your service standards this is how you can expect to be treated

Our offices will be welcoming, helpful and friendly with access for those with disabilities and our staff will be polite and courteous at all times.

We will treat our customers in a fair and consistent manner, which will be sensitive to the needs of the individual and will always communicate with you in plain English.

We will allocate our properties in a fair and even manner, without discrimination and will offer customers a variety of ways to make payments.

We will continue to develop new exciting ways to involve you in the delivery of our services.

We will offer you a range of options to get involved and will measure your satisfaction in a variety of ways.

We will keep you informed of changes in staff teams that directly affect the services we provide to you.

We will display information on, and inform you of any changes to the contract services (for example gardening) on your scheme.

We will tell you how we are doing against our standards on a regular basis.

Monitoring of our performance is measured through your comments, complaints and compliments.

Our vision: strong, bright and real

