

Service Standards

What you can Expect from Us

Our Service Standards set out our promises to you, our residents and provide services that put you at the heart of what we do.



Trust

We will be trustworthy and sincere.

- ✓ Offer support, consideration and empathy to individuals.
- ✓ Keep our promises and do what we say we will.
- ✓ Maintain confidentiality, only sharing your personal information where necessary.
- ✓ Store your information securely across our system.



Honesty

We will be clear and truthful in what we say and do.

- ✓ Communicate clearly using plain language.
- ✓ Listen and give honest straightforward answers, if something can't be done explain why.
- ✓ Have well trained staff able to give you accurate advice and information.
- ✓ Introduce ourselves by name and provide proof of identity when visiting your home.



Respect

We will treat people as individuals and value diversity.

- ✓ Be honest, open and transparent.
- ✓ Seek your views on our services and use your feedback to improve them.
- ✓ Respect different cultures and values.
- ✓ Communicate as far as possible in a way that meets individual's preference.
- ✓ Respond to all inquiries in a polite, friendly and courteous manner.



Service Standards

What you can Expect from Us



Accountability

We will accept our responsibilities and be accountable for our actions.

- ✓ Do what we say we are going to do in an agreed timescale.
- ✓ Keep appointments or let you know in good time if things change.
- ✓ Keep you updated and involved on any issues that affect you and ask for your feedback.
- ✓ Take responsibility for our mistakes.
- ✓ Be accountable for our decisions and how we spend your rent and service charge.
- ✓ Operate a clear and simple complaint process.



Fairness

We will treat you fairly and impartially.

- ✓ Give you the opportunity to put your point of view forward and involve you in decision making.
- ✓ Provide our services in a consistent and transparent way.
- ✓ Have translation services available if English is not your first language.
- ✓ Tailor services delivery according to your needs where possible.
- ✓ Provide you with 24hr access to emergency repair services.



Innovation

We will strive to seek new ideas to improve and grow

- ✓ Think differently and try new things to get the best possible outcome for you.
- ✓ Improve digital services and make sure we don't forget those that can't access the internet.
- ✓ Provide opportunities for you to be involved in setting, monitoring and reviewing our services.

