



Our commitment to you

We value every conversation, email and visit. Our goal is to provide consistent, high-quality housing and support services that reflect your rights and meet your needs – fairly, respectfully, and in ways that work for you.

We will:

- Make it easy to speak with a member of our team.
- Listen carefully and respond with professionalism and empathy.
- Treat you fairly, with dignity and respect at all times.
- Go the extra mile where additional support is needed.
- Provide clear, accurate and up to date information.
- Respect your privacy and handle your information securely.
- Ask how you prefer to be contacted and note any specific communication needs.
- Ensure our staff and contractors show identification when visiting your home.

What you can expect from us

When you contact us, we aim to:

- Answer phone calls and emails promptly.
- Be friendly, respectful, and professional.
- Acknowledge your enquiry and keep you informed if we need to investigate further.
- Pass your enquiry to the right team member if needed.

If you'd like a relative, carer, or advocate to speak to us on your behalf, just let us know. We may ask for this in writing, so we can handle things securely.

Accessible and inclusive communication

We want all residents to feel respected, heard, and supported. We know that communication needs vary – and we're committed to being flexible and inclusive.

We can provide information in:

- Large print.
- Easy read.
- Translated formats.

If you need extra help understanding something, or managing your tenancy or lease, please let us know. You're welcome to involve a family member, friend, or advocate at any time.

We'll always do our best to meet your needs – and make sure our communication is accessible, appropriate and kind.

Getting involved and giving feedback

We actively encourage residents to help shape our services. You can get involved by:

- Attending resident engagement events or consultation sessions.
- Taking part in surveys or service reviews.

We welcome all feedback – including complaints, compliments and suggestions – and use it to improve.

People, Places, Partnerships in practice

Great customer service is about relationships built on trust.

- For **people**, it means feeling heard, respected and understood.
- In the **places** we manage, it shapes safe, inclusive communities.
- Through **partnerships** – we work with you - and others – to keep listening, learning, and improving.