

## Our Customer Charter and Commitments and the National Housing Federation’s Together with Tenants Charter – How they compare.

After our Customer Charter and Customer Commitments launched in 2019, we signed up to the National Housing Federation’s Together with Tenants Charter to further strengthen the relationship we have with our customers.

Below, you can see how the two Charters compare and what our commitments are to our customers.

Together with Tenants Charter Commitments	Our Customer Charter	Our Customer Commitments
<p><b>Relationships</b> To treat all customers with respect in all interactions and for relationships between you and us to be based on openness, honesty and transparency.</p>	<p>We will be clear about what your responsibilities are and what we expect from you.</p> <p>We will work to understand you better to provide a more effective service.</p>	<p>Treat you fairly and with respect.</p> <p>Allocate our homes in a fair and transparent way.</p>
<p><b>Communication</b> To send you clear, accessible and timely information on the issues that matter to you, including important information about your home and local community, how we are working to address problems, how we are run and information about performance on key issues.</p>	<p>We will make it clear what our responsibilities with your neighbourhood are.</p> <p>We will do what we say we will do and are committed to keeping you informed.</p>	<p>Make it easy for you to contact us and listen to your views.</p>
<p><b>Voice &amp; Influence</b> To seek and value your views and use this information to inform decisions. You all should feel listened to on the issues that matter to you and speak without fear.</p>	<p>We will work to understand you better to provide a more effective service.</p> <p>We will seek your views when making neighbourhood improvements in your area.</p>	<p>Make it easy for you to contact us and listen to your views.</p> <p>Use your feedback to shape our repairs service.</p> <p>Seek your views in a variety of ways.</p>

		Strengthen our relationship by working together to set priorities and provide great services.
<p><b>Accountability</b></p> <p>To allow you to collectively work in partnership to independently scrutinize and hold us to account for the decisions that affect the quality of homes and services.</p>		<p>Manage complaints of anti-social behaviour in a fair, consistent and effect way.</p> <p>Strengthen our relation ship by working together to set priorities and provide great services.</p> <p>Respond quickly and fairly when you give us feedback or raise a concern.</p>
<p><b>Quality</b></p> <p>To ensure homes are good quality, well maintained, safe and well managed.</p>	<p>We will work in partnership to help your neighbourhood stay safe and well maintained.</p> <p>We will develop quality, affordable new homes to meet housing needs.</p> <p>We will build new homes to a good quality design.</p> <p>We will maintain your homes to make sure they are good quality, safe places to live.</p>	<p>Make sure our internal and external communal areas are well maintained.</p> <p>Do our best to work with relevant partners to keep your neighbourhoods safe and clean.</p> <p>Regularly visit and inspect neighbourhoods where we own properties.</p> <p>Manage complaints of anti-social behaviour in a fair, consistent and effective way.</p> <p>Keep your home sound, safe and secure.</p>
<p><b>When things go wrong</b></p> <p>To provide you with simply and accessible routes for raising issues, making complaints and seeking redress. And for you to receive timely advice and support when things go wrong.</p>	<p>We will do what we say we will do and are committed to keeping you informed.</p> <p>We will work to understand you better to provide a more effective service.</p> <p>We will always listen to you and provide a variety of</p>	<p>Manage complaints of anti-social behaviour in a fair, consistent and affect way.</p> <p>Keep you informed and provide clear information regarding your anti-social behaviour cases.</p>

	<p>ways for you to shape and influence our services.</p> <p>We will be clear about what your responsibilities are and what we expect from you.</p>	<p>Seek your views in a variety of ways.</p> <p>Respond quickly and fairly when you give us feedback or raise a concern.</p> <p>Strengthen our relationship by working together to set priorities and provide great services.</p> <p>Make it easy for you to contact us and listen to your views.</p>
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