**CUSTOMER PROMISE**

As our customer, we want you to know the standards of service you can expect from us, our contractors and other partners. At the heart of our customer promise is our commitment to improving the quality of life of local people and to making a difference every day.

|  |  |
| --- | --- |
| We commit to:   * Treat you with respect at all times and as an individual * Provide high quality affordable housing * Communicate regularly about what we do using a range of different approaches * Answer queries politely and quickly * Provide clear timescales for responding to enquiries * Be open and transparent when dealing with issues such as complaints * Listen to what you have to say and take account of your views | We will ask you to:   * Be courteous with staff & our contractors at all times * Co-operate with staff and our contractors and other partners * Give access to our workers and staff when you have said you are available * Keep to appointments or let us know if you need to rearrange the date or time * Pay your rent on time, look after your property and respect your neighbours * Let us know when you are not happy with our service so that we can try to put things right and improve our service |

**How we will do this, we will:**

* use plain language in our communication so that it is clear, easy to understand and provided in an format accessible to our customers.
* communicate effectively with all our customers including those who are hearing or sight impaired. We will also provide access to translation and interpretation services when these are necessary.
* provide and promote a variety of opportunities for you to get involved with us and to give us feedback on the services we provide.
* encourage tenants to get involved through engagement, consultation and participation, in particular with the Osprey Tenants & Residents Association.
* ensure our employees receive the relevant training to enable them to be skilled and provide high quality customer care.
* ensure that every tenant has their individual housing needs recognised and receives fair access to our services.
* work in partnership with other agencies when required to achieve good outcomes for the communities we serve.