

# Tenants' charter

We are committed to acting professionally and practically when communicating with our tenants, agents and contractors. We will provide the appropriate level of training and support for our staff to ensure that they have the skills to enable them to behave in a professional and helpful manner.

- We are committed to equal opportunity for all and respect the needs of our customers. We will not discriminate against any person on the grounds of race, colour, ethnic minority or national origin, religion, gender, sexual orientation, disability, marital status or age.
- We will communicate clearly in plain English and clarify clearly our legal obligation to our tenants and our tenants legal obligation to us.
- Our maintenance and repair contractors will be accredited by Grainger for all relevant qualifications including Health & Safety requirements and will be committed to providing a responsive and courteous service to all our customers.
- We will enable our customers to make payment by a wide variety of methods such as direct debit, swipe cards, debits and credit cards and standing order. All customers will be given a direct dial number for our credit control team who are trained to provide support for tenants who may have difficulty in meeting their financial obligations.

## **We will provide a responsive service to tenants to include:**

- A repair line number for all tenants' repairs including an out-of-hours emergency service.
- We will be happy to discuss any query, problem or worry tenants may have about their tenancy.
- All letters will be signed by a named member of staff.
- All staff you deal with will give you their name.
- A direct dial telephone number for a trained property manager and contact details for their assistant.
- All letters and emails that require a response will be responded to within 5 working days.
- If possible, all telephone enquiries will be dealt with immediately, but when this is not possible you will be called back at an agreed time.