

Our Promise to You

You told us which services are most important to you and what you want us to focus on improving.

Together with our Joint Customer Panel, we used what you told us to develop these promises to you.

Promise 1

Our homes will be safe, warm and affordable

Keeping you safe and secure at home, delivering a reliable repairs service at an affordable rent.

- ✓ **Safety:** Your home will meet all health and safety requirements.
- ✓ **Involved:** You will have a say in setting repair standards.
- ✓ **Communication:** We will keep you updated on the status of your repair.
- ✓ **Timeliness:** We will do everything we can to get to you on time, and will let you know if we are running late.
- ✓ **Respect:** We will leave your home safe, clean, and tidy before we leave.
- ✓ **Energy efficient:** We will improve the energy efficiency of our homes and work with you to reduce your energy costs.
- ✓ **Affordable:** We will keep rent and service charges affordable and transparent.

Promise 2

We will help local communities to thrive

Helping you stay safe and connected, so you can play a full and active part in your community.

- ✓ **Antisocial behaviour:** We will work with you and other agencies to tackle antisocial behaviour in your neighbourhood.
- ✓ **Visible:** We will have a strong local presence to develop positive community relationships.
- ✓ **Growth:** We will build new, sustainable homes to meet the demand for affordable housing.
- ✓ **Environment:** Our neighbourhoods and estates will be well-maintained and attractive places to live.
- ✓ **Connected:** We will support you to shape your local neighbourhood.
- ✓ **Sustainable:** We will consider the impact on the environment of every decision we make.

Promise 3

Your voice will be at the heart of everything we do

Listening to what you tell us to continuously improve our services.

- ✓ **Understand:** We will get to know you and what matters most to you.
- ✓ **Accessible:** You will be able to contact us easily, in a way that suits you.
- ✓ **Quality:** We will do all we can to get things right the first time.
- ✓ **Learning:** We will listen and learn from your feedback to improve our services.
- ✓ **Engaged:** We will make it easy for you to share your views.
- ✓ **Value for money:** We will manage our projects carefully and regularly review services with you.

Promise 4

We will support you to live in a home that meets your needs

Helping to make sure your home is right for you.

- ✓ **Specialist housing:** We will invest in housing for people with a specific need, such as older or disabled people, in partnership with others.
- ✓ **Support:** We will help all those who need it to manage their home and tenancy.
- ✓ **Person-centred:** Our services will be tailored to meet the individual needs of our diverse communities.
- ✓ **Adaptable:** We will make the best use of the homes we manage, ensuring our properties meet individual household need.
- ✓ **Responsive:** We will work with you to develop new services that respond to changing needs over time.