

Decent Standards
Service Promises

Developed and agreed in partnership with our customers

As a service provider we will:

- We will provide you with full information relating to the works being carried out to your property, including Customer Choice Days. You will receive notification of any works, prior to the work commencing
- Following any works carried out, we will consult with you to measure satisfaction and ensure we continually review and improve our service
- Treat you and your property with respect at all times
- On completion of the improvement works a Customer Liaison Officer will deliver the appropriate disturbance payment to you within 3 working days
- Complete the initial improvement works in your home within 5 weeks of the commencement date
- Ensure that all staff on site carry identification at all times, which can be produced on request
- Your property will be quality checked upon handover to ensure the quality of installation of fixtures and fittings
- Any defects found within the retention period (1 year from installation) will be attended to within the appropriate priority timescale (Urgent – 24 hours / Non-urgent – 1 week)
- Following a reported defect, you will receive a courtesy follow-up call to ensure that the defect has been attended to (timescale of call dependant on defect priority – either 24 hours or 5 working days)

**These service promises can be produced in key community languages,
large print, Braille, or on audio tape.**

Please contact the Customer Service Helpline on 01642 528100.

These service promises work in conjunction with our Corporate promises.