

New Tenants Service Promises

Developed and agreed in partnership with our customers

Our aim is to provide you with a decent home and the best possible service.

We will ensure that:

- Before your tenancy starts your property will be clean, secure and structurally safe, with all essential services in good working order
- You have the option to do your own cleaning if you choose and we will increase the decorating allowance accordingly
- If there is a garden to the property, it is in a reasonable condition when you move in. It will be clear of rubbish with any grass or bushes cut to a manageable level
- We offer you the opportunity to sign for the property whilst it is being repaired to save you time before you move in
- Where possible, we give you up to one week's notice before you move in
- When you view a property a member of staff will be present to answer your questions
- You receive a welcome pack, which contains useful information to help you settle into your new home
- When you sign for your new home, we will make arrangements with you to call within four weeks to check that there are no issues you would like us to help you with
- We publish the results of surveys to customers through our newsletter and will use the information to improve our services.

**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.