

## Rosehill Customer Charter

### **We will:**

#### Good Communication

- ✓ Treat you as an individual and with respect
- ✓ Use plain language in our communication so that it is clear and easy to understand.
- ✓ Communicate in a relevant and accessible format
- ✓ Listen to what you have to say and take account of your views
- ✓ Treat everyone fairly and respect people's differences
- ✓ We will aim to answer your query fully the first time you contact us.
- ✓ If it isn't possible to answer fully first time we will let you know what will happen next and how long an answer will take.

#### Effective Partnership

- ✓ Make sure that we keep you updated with regular and frequent feedback in a variety of different ways
- ✓ Give you information at least once a year on our overall performance
- ✓ Provide and promote a variety of opportunities for you to get involved with us and to give us feedback on the services we provide
- ✓ Work in partnership with you to explore services that are wanted, needed and relevant.
- ✓ Ensure that we consult all members on service delivery

#### Getting Services Right

- ✓ Ensure we put customer and staff safety first in all aspects of the business
- ✓ Follow processes correctly
- ✓ Provide you with the correct decisions and information
- ✓ Say sorry and put it right if we make a mistake
- ✓ Use your feedback to improve, where needed, how we deliver services

- ✓ Do what we say we will do and consult you, where possible, if we need to change our services
- ✓ Work with you, other partners and the wider community to assist in keeping the area a place where people want to live.
- ✓ If we can't help you we will ensure we direct you to an organisation who can.

### Access to Services in the Way You Want

- ✓ Make more of our services available online for you to use at a time that suits you
- ✓ Publish information online and ensure you know how to access the online information
- ✓ We will be visible and available within the neighbourhood
- ✓ Ensure that information is available in other more traditional formats for people who don't have access to the internet.

### **As our customers, we will ask you to:**

- ✓ Pay your rent on time, look after your property and respect your neighbours
- ✓ Be polite to staff and treat them with respect
- ✓ Let us know when you are not happy with our service, so that we can try to put things right and improve our service
- ✓ Give us the information we ask for and respond to requests to contact us so that we can do our best to help you
- ✓ Give access to our contractors and staff when you have said you are available

### **'Rosehill Commitment'**

Rosehill's commitment to customers is to 'Continuously Improve' as a business by listening and taking action that reflects the feedback and contribution of tenants and other customers.