

# Langstane Customer Care Charter

## What we will do

- Show respect and listen
- Apologise when we make a mistake, or things go wrong
- Recognise the needs of individuals, and take reasonable steps to meet them
- Reduce barriers that prevent tenant involvement by offering a wide choice to suit as many people as possible
- Communicate regularly about what we do using a range of different approaches
- Provide clear timescales for responding to enquiries. Where we are unable to meet them, we will explain why
- Ensure that we direct phone calls to the most appropriate person to deal with it, or arrange a call back as soon as possible
- Make sure our letters provide contact details of a team member who can assist with enquiries
- Ensure that staff and contractors identify themselves and will provide identification upon request
- Be open and transparent when dealing with issues such as complaints
- Publish our performance information and provide information about how we plan to improve services
- Raise awareness of services we do not provide, and where appropriate, give you details about how to access them through other organisations

## What we expect from you

- Respect our staff as individuals and listen to information provided
- Understand that sometimes things go wrong, or mistakes are made
- Do not use abusive or threatening language or behaviour. This includes any speech that attacks, threatens, or insults a person or group on the basis of national origin, ethnicity, colour, religion, gender, gender identity, sexual orientation or disability
- Keep to appointments, or let us know if you need to rearrange the date or time
- Provide us with full and accurate information to help us to deal with issues effectively
- Where possible take steps to resolve minor problems for yourself
- Understand our responsibilities as a landlord, and what your responsibilities are as tenant
- If we provide a timescale for doing something then please allow us this time to complete the task

## How you will know we have made our commitment?

- We will acknowledge general correspondence within 5 working days AND we will always provide you with a timescale for responding to you or completing a job
- You will always be told which member of staff is dealing with your inquiry
- You will regularly be asked for feedback about how we have performed
- Overall customer satisfaction levels will increase
- The number of complaints we receive regarding services that we provide will decrease
- You will be more aware of how you can help us make decisions, and the number of tenants getting involved will increase
- Regular updates will be available on the website/newsletter highlighting changes that have happened following customer feedback or complaints