

# Customer Care Statement

As your Landlord we are firmly committed to customer care.

We will therefore endeavour to ensure that at every point the service we provide is of the highest quality and that we are responsive to the needs of our customers.

## Our Aim is to:

- Serve our customers quickly and efficiently
- Be welcoming, polite and helpful to our customers
- Recognise the diversity in our community and ensure that we provide for these differences
- Make information available to all of our customers about the services we provide
- Welcome comments and complaints and respond in an open, proactive and constructive way
- Maintain confidentiality at all times observing the Data Protection Act
- Admit where we've made mistakes and apologise

## Tenants Responsibilities are to:

- Treat all Council Officers with courtesy and respect
- Refrain from aggressive and intimidating behaviour
- Keep appointments and attend on time
- Inform us in advance if appointments cannot be met
- Have reasonable expectations of the service that we can provide
- Be aware that we accommodate diversity and request assistance where specific needs arise
- Give feedback about our services so that we can improve