

Fairness & Respect

Our housing service standards have been co-produced with tenants through a series of focus group sessions. They have been reviewed by our Tenants' Voice Group and our Council Housing and Development Advisory Board.

The standards set out what you can expect from our housing service in relation to response times and the standard of service you should receive.

What you can expect from us

We always will treat you with fairness and respect. We will do this by acting in line with our Values and Behaviours Framework.

- be polite, courteous and well mannered
- give the name and job title of the person speaking or writing to you
- be customer-focused, responsive, helpful and empathetic
- understand your individual needs to ensure you can access services
- be clear about what we can do and when we can do it
- communicate clearly and in a timely manner until your issue is resolved
- staff and contractors will present a valid identity card when we come to visit you without waiting to be asked to show it
- ensure that the information we provide to you is accurate, that we are transparent and act with integrity
- respect confidential information only using it for the purpose provided in line with Data Protection regulations
- treat you in accordance with our Equality, Diversity and Inclusion Policy.