

Our expectations of you

service standard 2008-09



We aim to deliver excellent services that make your home and neighbourhood places where you want to live.

We want to work with you to make continuous improvements to our services and your experience of them – but we can only do that if you tell us how we are doing.

If we get something wrong please tell us straight away and give us the chance to put things right. We need your help – you are an important part of our team, and your opinion counts.

We ask you to:

- Keep your home in a clean and good condition
- Keep all the terms and conditions of the tenancy agreement that apply to you
- Pay your rent on time and let us know straight away if you are having trouble paying
- Keep us informed of any changes in your personal circumstances, particularly if you are receiving Housing Benefit
- Report any repairs you require as soon as possible
- Look after your garden and boundaries – hedges need to be trimmed regularly (some tenants may be eligible for the garden assistance scheme – ask us for details)
- Be polite when speaking to staff or other tenants and leaseholders
- Understand that sometimes when our employees are busy they may not be able to respond immediately – but they will respond as soon as possible
- Be a good neighbour and avoid behaviour that causes nuisance to anyone else
- Treat our employees and other customers with respect regardless of their race, religion, age, gender, sexual orientation or disability
- Keep appointments with our employees and other service providers whenever possible, and let us know if you cannot do so.