

CUSTOMER CHARTER

WE LISTEN, VALUE & DELIVER.

We listen to our customers and staff, valuing all feedback we get and using it to deliver exceptional customer service.

- **We will** provide homes and services that meet the needs of the people in our communities.
- **We will** provide an easy-to-use booking system for non-urgent repairs, available 24/7 through the My Yarlington portal.
- **We will** put the safety of our customers and staff before anything else and where there is a need for an emergency repair, we will attend within 24 hours.
 - **We will** manage our business effectively, so we can offer value for money, protecting the homes and services we provide and build more homes.
- **We will** help our customers to access new opportunities through our social choice programme.
- **We will** refer or direct our customers to other agencies and services if we can't help them with a specific need.
- **We will** work in partnership with our customers to make sure we make the right investments in our communities.
 - **We will** ensure that our customers can easily tell us what they think, and if we make major decisions we will consult with them.
- **We will** acknowledge all complaints within one working day and will always take customer complaints seriously.
- **We will** ensure our customers have access to the information they need to make informed decisions and hold us to account.
 - **We will** treat all our customers fairly, valuing diversity in our communities.
- **The Yarlington Board** is fully accountable for every aspect of the customer experience.
 - **We will** always act in accordance with our organisation's values.

