

We are committed to providing you with an outstanding customer service, and we recognise the simple but important behaviours which really matter to you.

Our Customer Charter was created with residents and sets out the standard of service customers can expect from Suffolk Housing and reflects our commitment to delivering these services.

- We want our services to be accessible to everyone. We will treat you with respect, communicate simply without jargon and identify what it is you need and your preferences and how we can support you.
- We want to deal with the majority of enquiries at the first point of contact. We will operate a call back service and direct your call to the right person if you have a more specialist request
- Our teams work from 8.30am to 5pm and will respond within these hours.
- We want to support a learning culture for our team so will sometimes have training within these times but will advertise changes widely.
- Every customer has the right to know how Suffolk Housing is run, how decisions are made and how they can get involved. We want to be transparent about how we are performing and demonstrate how we make decisions.
- We will provide you with information on how the organisation is run and how we are performing on key issues, including biographical details of our Board Members.

Residents and communities are at the heart of what we do.

We want all customers to have decent, safe homes and we will provide a good quality service to support this:

- For emergency repairs we aim to attend and make your home safe within 4 hours.
- If you have no hot water, we will attend within 24 hours. If you do not have any heating or hot water and it is during the colder months (1st October – 31st March) we will attend within 24 hours.
- If you don't have any heating and it is during the warmer months (1st April to 30th September) we will repair within 20 days. We will provide you with an alternative source of heating until fixed.
- When you call with a repair, we will log the details and give you a reference number to enable you and us to track progress.
- We will provide you with a range of ways to access our services and ensure that the information we provide is accessible and tailored to individual needs wherever possible. This includes increasing the services we can provide digitally and getting your feedback on new services.



Get In Touch:

- ☎ 012847 67224
- ✉ enquiries@suffolkhousing.org
- 🌐 www.suffolkhousing.org

By working together, customers can influence the decisions that affect their community, home and the services they receive from Suffolk Housing.

- We want to improve our customer engagement through increased consultation and scrutiny and building relationships with our customers based on trust.
- We want to encourage your views on our customer-facing policies, so will develop ways of gathering feedback through e-mail and digital surveys.
- We want to offer as many of our customers the opportunity to have their say and have the ability to influence decisions affecting their community, home and services.
- We will support and facilitate a resident scrutiny panel to independently scrutinise the services we provide.



Get involved:

We want to hear more from you about the quality of services you receive from us as your landlord. We believe our customers should have a voice in how we create and deliver our services, and we'd like to listen and understand what matters to you. If you are interested in getting involved and help shaping key documents like this charter, please contact a member of the Customer Engagement Team.

E: CustomerEngagement@flagship-group.co.uk

All customers will have simple, clear and accessible routes for raising issues and making complaints

- Our aim is to provide you with outstanding customer service, however we understand that occasionally things can go wrong. If this happens, we appreciate how frustrating it can be, and we want to work with you to put things right.
- We promise to learn from any complaint that we receive to make sure it doesn't happen again.
- We will aim to resolve your complaints within 10 working days, if that is not possible, we will contact you and agree a revised date.
- If you are not happy with the response, you can request for your complaint to be reviewed, we will issue a clear response within 20 working days.
- Following the outcome, if you remain unhappy, you can request an appeal with our Tenant Experience Group.
- We will Publish how we have used your feedback to inform decisions and improve our services.

Your responsibilities

Understanding and meeting your responsibilities is important to maintaining high standards. Your responsibilities to help us achieve the Charter commitments are:

- Paying your rent and service charges regularly and on time;
- Keeping your property and garden in good order and carrying out minor repairs that are your responsibility under your tenancy agreement;
- Reporting repairs to your home and communal areas and keeping appointments
- Providing access for repairs, your annual gas safety inspection (if you have a gas supply to your home) and other safety checks to be carried out;
- Keeping communal areas clear and tidy;
- Giving four weeks' notice in writing when you plan to move and leaving the property clean and free of any rubbish or items for disposal;
- Making sure that no anti-social behaviour is caused by you, your family or visitors;
- Acting in a considerate and reasonable way towards neighbours and the community you live in and making sure your family and visitors do the same;
- Treating our staff and contractors with respect.