

# The way we work in Housing and Repairs - service standards

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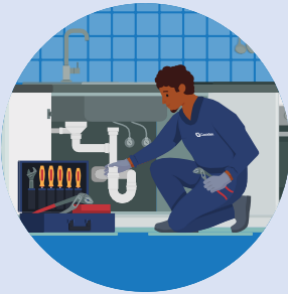
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## P roactive:

We take action to address problems and support people as early as possible



- **We will** try to get things right, but if we don't, we will let you know as soon as possible and keep you updated
- **We will** always aim to get back to you within 10 working days
- **We will** give clear information about what we can do or help with and what is your responsibility as a resident
- **We will** try new ways of doing things, always learning and improving

## A ccessible:

We work to make our services approachable, transparent and easy - going the extra mile to meet the diverse needs of residents



- **We will** keep communication clear and simple
- **We will** keep you up to date in a range of ways - including in-person, via the website, telephone, email, newsletters, letter, text, and noticeboards
- **We will** be visible and approachable in our estates and neighbourhoods
- **We will** provide options where possible, especially to meet any access or support needs

## C aring

We listen, understand, and act with kindness



- **We** treat you with respect, kindness and compassion
- **We** actively listen to what you have to say
- **We** will have open and honest conversations

## T ogether

Collaborating and connecting is at the heart of what we do, ensuring no one gets left behind



- **We will** work together to find creative solutions to any issues or barriers you might face
- **We will** seek your opinions to influence decision-making and act on it
- **If you ever need a little more help**, we will connect with others who might be able to support you further