

CUSTOMER SERVICE CHARTER

LETTING HOMES

New Charter Housing Trust Group exists to build and support communities in the provision of safe, comfortable, secure and affordable homes through partnership with customers and others.

These are the main standards we aim to achieve for our customers:

WE WILL:

- Treat all our customers with courtesy, respect and honesty.
- Answer your telephone call within 10 seconds.
- Reply to your letters within five working days. For letters that need a more detailed reply, you will receive an acknowledgement within three days and a full response within ten working days.
- Arrange appointments within five working days.
- Ensure visitors are greeted courteously within 30 seconds of arrival at reception.
- Ensure visitors are advised the waiting times which should not exceed 5 minutes.
- Process your completed housing application within five working days.
- Make sure the property you are offered will be to our **Letting Homes** standard.
- Ensure that when a property needing minor work becomes empty, we relet it to a new tenant within 28 days and any follow-on repairs will be completed within six weeks.
- Deal with any complaint you make according to New Charter's Complaints Procedure.

YOU CAN HELP US BY:

- Providing us with information, including any change in your circumstances, quickly.
- Let us know if you are unable to keep any appointments you have made with us.