

Our Commitment To You

Customer Charter and Value For Money



العربية čeština فارسی français كوردی polski ភ្នំពេញ

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We are committed to providing a first class housing service that continually improves and meets your needs. We have worked with our customers to agree the following standards for customer service so you can see if you are receiving a high quality service and tell us if we aren't meeting our promises.

We want to make sure you experience excellent customer service and that all our services offer value for money. Here are our promises to you:

1	We will consult you in planning and agreeing any changes to the services you receive before they happen.
2	We will use any information about you that you have supplied to us to provide services according to your needs.
3	We will provide you with impartial and accessible services, regardless of your individual circumstances.
4	We will ensure you have access to up to date information on what you should expect from our services.
5	We will seek your feedback every time you receive a service.
6	We will ensure our offices and reception areas offer equal access to services for all our customers.
7	We will provide an out of hours emergency telephone service when our offices and telephone lines are closed.
8	We will offer a flexible range of appointment options when we need to visit your home or you request a home visit.
9	We will ensure our staff and contractors show identification when attending your property. We will also ensure contractors wear uniforms.

10	If you are out when we visit, we will leave a card with details of the time we called and the name and telephone number of the officer you should contact.
11	We will investigate all complaints and expressions of dissatisfaction you give to us and give you feedback within the following timescales: <ul style="list-style-type: none">• We will try to resolve complaints within 24 hours.• When this is not possible, we will investigate the complaint and provide a full written response within 10 working days.
12	We will accept complaints in writing or verbally, and in English, Braille or any other community language. We will also accept complaints from anyone that you tell us is authorised to act on your behalf.
13	We will publish a customer magazine every quarter, which we will produce in partnership with customers.
14	We will ensure all our written information is in Plain English.
15	We will provide information in large print, Braille or audio on request.
16	We will also provide translation services on request for customers whose first language is not English.
17	We will involve you in our business planning process each year to ensure that our plans and our commitments to you are deliverable and make best use of our funding. We will ensure you receive value for money for your rent by focusing our services on delivering priorities agreed with you.
18	We will work in partnership with other agencies to deliver the most effective services to all our customers.