

Our Commitment To You

Customer Involvement



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 involvement so you can see if you are receiving a high quality service and tell us if we aren't meeting our promises.

We have a range of ways for you to get involved in influencing, monitoring, and shaping the services you receive. This means you are able to choose an activity appropriate to the level of time and commitment you can offer.

We also provide training to develop your skills and your confidence if you are interested in getting involved but are unsure of what is required.

Here are our promises to you for our customer involvement service:

1	We will provide training for customers to help you become more involved in influencing the services they receive.
2	We will provide support to local tenants and residents associations on request.
3	We will involve you in inspecting each of our services on an annual basis to ensure the services you receive meet the level of quality you expect.
4	We will also publicise the results of these inspections in our newsletter, on our website, and in our offices.
5	We will work with you to review our service standards each year to ensure they are relevant and up to date.
6	We will work with you to review annually the way we involve you in monitoring our performance and inspecting our services to ensure you are satisfied and trust the arrangements that are in place.

