

# CUSTOMER PROMISE

This promise sets out what you can expect from us and our commitment to our customers. We are committed to providing you with great services, delivered in a range of ways which are convenient to your needs.

## OUR PROMISE TO YOU...



### RELATIONSHIPS

We will treat you with respect in all interactions. Relationships with you will be based on openness, honesty and transparency.

- We will offer you personalised services and support to meet your individual requirements.
- We will understand your needs including any vulnerabilities you may have and any adjustments you may need as a result.
- We will analyse your feedback promptly so that we can understand quicker where we are getting it right and where we need to improve.



### COMMUNICATION

You will receive clear, accessible and timely information about the issues that matter, including important information about your home and local community, how we are working to address problems, how Broadacres is run, and information about performance on key issues.

- We will regularly share your feedback and explain how we have used it to improve our services.
- The Annual Report is developed with customers to agree the content and confirm the key issues.
- We will share a performance dashboard, designed by customers, on the Broadacres website and social media.





## VOICE & INFLUENCE

We will seek and value your views and will use this information to inform decisions. Every individual customer will feel listened to by us on the issues that matter and can speak without fear.

- We will encourage feedback using a variety of methods, including: surveys, phone calls, text messages, email, social media, website and focus groups. We will use your feedback to improve services and keep you informed about improvements.
- Our Customer Scrutiny Panel (made up of customer volunteers) makes sure we act on your feedback, and reports to the Broadacres Board.
- Through our Community Development Fund we will continue to involve customers in decision making about small grants for community and voluntary groups to deliver projects.



## ACCOUNTABILITY

Collectively, customers will work in partnership with us to independently scrutinise and hold us to account for the decisions that affect the quality of your homes and services.

- Our Customer Strategy sets out how we make sure Broadacres is accountable to you.
- Our Customer Experience Committee which includes customers oversees how we use your feedback to help us improve services.
- We will publish details about where the decisions of Broadacres Board has been influenced by your feedback and concerns.



## QUALITY

You can expect your homes to be good quality, well maintained, safe and well managed.

- We will listen to and act on your feedback about how we can improve repair services for you.
- We will analyse issues and problems occurring in your homes to help us deal with the root causes.
- We will constantly review our work to make sure your home is safe, warm and free from damp.

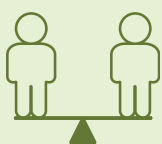




## WHEN THINGS GO WRONG

You will have simple and accessible routes for raising issues, making complaints and seeking redress. You will receive timely advice and support when things go wrong.

- We have a clear Complaints Policy and process, which is available to all customers.
- We will respond quickly to serious anti-social behaviour, such as violence and hate crime, and work with multi-agency community partners to find resolutions.



## EQUALITY, DIVERSITY & INCLUSION

We will be an inclusive organisation which seeks the views from all our customers.

- We will look to engage with customers from a range of backgrounds and experiences. Consultations with customers will include reaching out to underrepresented communities, including through targeted communication.

## HOW WE MEASURE HOW WE ARE PERFORMING

We work with involved customers to understand what is important to them, the Customer Promise and our Neighbourhood Offer [Neighbourhood Offer Leaflet](#) keeps you informed about how we are performing. [Performance information - Broadacres Housing Association](#)

- Satisfaction scores for ASB, repairs and complaints.
- Repair appointments kept on time.
- Number of estate inspections.
- Number of communal area Inspections.
- Number of complaints stage one and stage two.
- Number of new customer visits made in the first six weeks.

We focus on customer experience and aim to provide the highest standards of service and accommodation possible. Our mission, 'great people, providing great homes and great customer experiences across our rural communities', underpins the things we measure and the targets we set.

Broadacres is regulated by the Regulator for Social Housing (RSH), who promote a viable, efficient and well-governed social housing sector, able to deliver and maintain homes of appropriate quality that meet a range of needs.