

We want you to be completely satisfied with the service you receive from Choice.

As a tenant, you're the focus of all we do, and we're committed to delivering the highest levels of customer service.



So, whether you are applying for a new home, or you are a long standing tenant, we want you to be satisfied with our customer services at all times.

The **Customer Service Charter** is supported by our ambitious standards which are regularly monitored and adhered to by staff.

**We will:**



**Build great homes**

We will provide and maintain high quality affordable homes. All our homes are built to the Lifetime Homes Standard.



**Complete repairs within target timeframes**

We have set targets for each of our repairs. You can follow our performance on our website: **choice-housing.org**



**Be polite and helpful**

Our staff must adhere to our Code of Conduct which demands courtesy and professionalism from every employee.



**Listen to and take on board our customers' ideas**

We want to hear from you and we have a dedicated Tenant Participation team to ensure we work closely with our tenants.



**Ensure your rent provides value for money**

Our rent and other charges are set with guidance from the Department for Communities ensuring rents are affordable.



**Make our services accessible to all**

You can contact us on a number of different platforms including phone, email, social media and in person at our offices or your home. We also provide any publication in alternative formats upon request.



If you feel that we are not meeting these standards we would love to hear from you - [enquiries@choice-housing.org](mailto:enquiries@choice-housing.org) 0300 111 2211



[choice-housing.org](http://choice-housing.org)