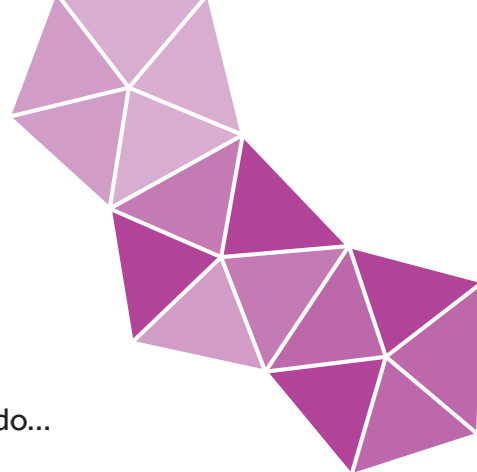




TOGETHER BETTER

CUSTOMER EXPERIENCE GUIDE





We want you to feel safe, secure and happy in your home from the day you move in. We provide a range of services which mean you can get on with your life knowing that if things get complicated, we'll be there to help.

Working together, we're confident we can provide simple, efficient and transparent services. Like you, we need to make sure we spend every penny wisely.

Working together means each of us, via a lease or a tenancy agreement, have clear responsibilities.

Here's what we need you to do:

- ◆ Pay your rent and/or service charge on time
- ◆ If you receive welfare benefits, let us know immediately about any changes which may affect your rent or your ability to pay
- ◆ Look after your home/garden and any shared areas as agreed in your tenancy agreement/lease
- ◆ Help us arrange access when we need to carry out repairs, gas safety inspections or any other health and safety inspection
- ◆ Sign up and verify on our customer portal and keep us up to date with your most recent phone number(s) and email address
- ◆ Always keep us up to date with who's living in your home
- ◆ Treat other residents, neighbours, staff and contractors with respect
- ◆ Let us know if you notice a neighbour who may be struggling to look after their home or if you're concerned about their welfare
- ◆ Let us know what you think of our services e.g. by going on the website, attending resident events or completing surveys

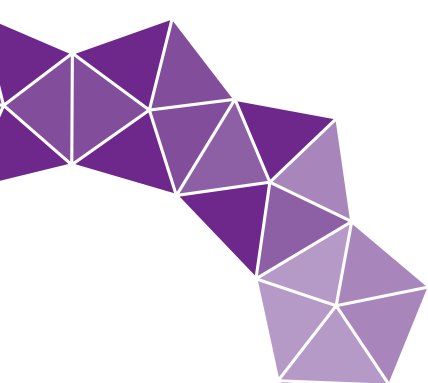
And here's what we'll do...

MAKE IT EASY FOR YOU TO USE OUR SERVICES:

- ◆ Our self service customer portal is available 24 hours a day. You can use it to report, chase or cancel a repair and/or manage your account online (e.g. check your balance and make payments), whenever it's convenient
- ◆ We will deal with your calls 'right first time' wherever possible
- ◆ You can easily contact us online, by phone, email, text or social media
- ◆ If you prefer, you can chat online with one of our advisors
- ◆ We have systems in place which help us deal with your enquiries at the first point of call
- ◆ We'll provide the answers you need to common questions on our website
- ◆ If we visit you at home, we'll always show ID and we'll bring everything we need with us to deal with your issues on the spot
- ◆ Where possible, we'll complete repairs in your home in one visit.

When you contact us, we want to answer your question straight away. If an issue is going to take longer to fix, we'll keep you informed (with dates and times) of what's happening.

Technology moves very quickly these days. We'll stay on top of innovations and use them to design our services around you to make it easy and safe for you to do more online whenever and wherever you choose.





DO WHAT WE SAY WE'LL DO

No one enjoys feeling let down or the nagging doubt that what you expected to happen, isn't happening.

Here's what we'll do to keep those doubts at bay:

- ◆ Keep our promises
- ◆ Provide a consistent service; whoever you speak to, however you contact us
- ◆ Keep all systems and information accurate, reliable and up to date. This way, every staff member has easy access to key, real time information
- ◆ Design simple, efficient processes which are easy for staff to use and easy for customers to follow.

BE CLEAR ABOUT WHEN WE'LL DO IT

Good communication is crucial if we are to trust each other and keep each other up to date.

Sometimes, events happen which mean we have to change appointments. When this happens, we'll do everything we can to keep you informed.

Here's our approach:

- ◆ We'll keep in regular contact
- ◆ You won't have to chase us
- ◆ We'll use language which is easy to understand
- ◆ You can check repair progress online.

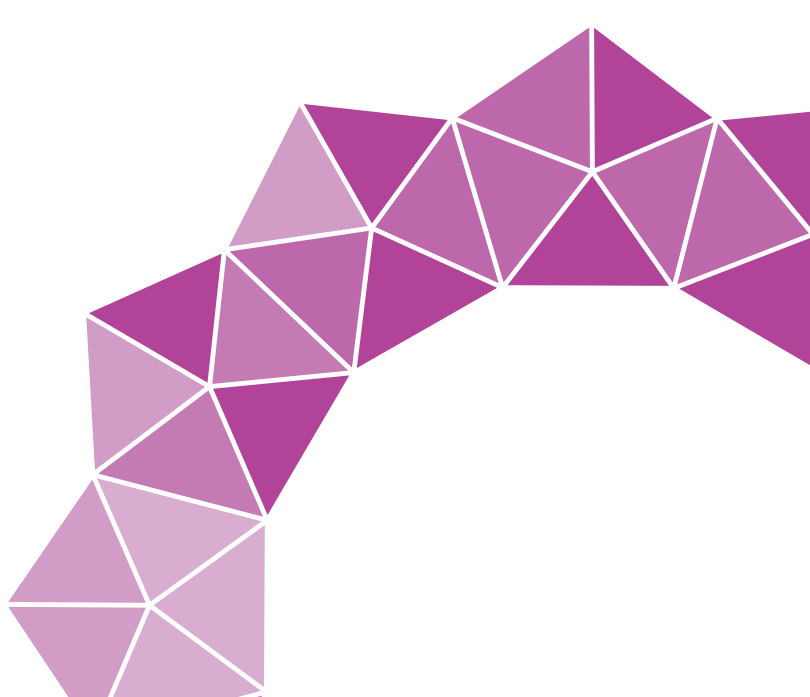
LISTEN TO YOU TO IMPROVE WHAT WE DO

You're at the heart of everything we do. We need to make sure our policies reflect your expectations. We'll work with you to design, monitor and scrutinise our services. We'll make it easy for you to go online and to tell us how we're doing.

We need to understand which services are important to you. Then, we'll provide and tailor these to your personal needs.

Here are some of the ways we'll do this:

- ◆ Surveys
- ◆ Focus groups
- ◆ Email panels
- ◆ Mystery shopping
- ◆ Analysing how, when and why you use our services
- ◆ Learning from each compliment and complaint.





OUR STAFF WILL BE RESPECTFUL AND HAPPY TO HELP

- ◆ We'll give all staff the tools they need to deliver excellent customer service
- ◆ We'll set clear standards of behaviour for staff and clarify customer behaviour which isn't acceptable
- ◆ When we get things wrong, we'll apologise, and put them right
- ◆ We'll always look for solutions and focus on what we 'can do'
- ◆ We'll explain clearly what's your responsibility...what's ours.

WHAT WE DO IS ABOUT MORE THAN JUST BRICKS AND MORTAR

We can also help you open doors to new opportunities. Here are some of the additional services we offer:

- ◆ Translation services if you need help to access our services
- ◆ Advice on ways to manage your money
- ◆ Help you to unlock your potential to find or return to work
- ◆ One to one coaching to help you benefit from everything which is available online
- ◆ Opportunities to be involved and influence the services we deliver

We want you to enjoy living in your home and have full access to the services we provide. We'll give our staff the tools and training they need to easily give you the service you expect, in the areas which are important to you.

You'll be able to self-serve online at your own convenience and we'll be there when you really need us. Everything's better when we work together!

