

Customer Experience – Our Pledge (CEP) August 2024

We have developed this ‘pledge’ in consultation with our Tenant Ambassadors. Our Customer Experience Pledge clearly explains what you can expect from us as your landlord and how you can help us to help you in providing a great customer experience.

At the heart of our culture are our values, which set the tone for our interactions with tenants, employees, partners and stakeholders. These are:

- FAIRNESS:** We treat people equitably and make decisions based on facts and not personal opinions.
- RESPECT:** We treat people with respect, and act with courtesy.
- UNDERSTANDING:** We are empathetic, approachable, and act professionally.
- INTEGRITY:** We are honest, dependable and do what we say we will.
- TEAMWORK:** We work with our tenants to ensure we deliver good services. We believe that using our combined strengths make us a better organisation.
- EXCELLENCE:** We take pride in what we do and strive to improve services.

Our Pledge is broken into key service areas which include how to access our services, maintain your home, deal with your complaints, listen to your views, and help you find a home.

Our Mission:

We will ensure that every home is safe and that the needs of our tenants are reflected in the services we provide. We will work closely with partners and agencies to enable people to access other services to live a full and good life, developing relationships that are transparent and responsive to the needs of our tenants.

Our Corporate Plan 2024/2027

- We will work alongside our tenants, ensuring that their tenancy with EPIC is sustainable, supported and enjoyable.
- We will ensure that tenants’ homes are accessible, right size, safe and well maintained and there is clear and timely communication in place for replacing key components e.g., kitchen, bathroom.
- We will make the most of our geography and place in the community for the benefit of all. This will be driven by having deep knowledge of every tenant, their community and other organisations in the area.
- We will make the best use of technology available and be confident in the integrity of the data held to inform decision-making.
- We will develop our culture to enable a great employee experience and opportunities to fulfil everyone’s potential, for the benefit of the individual and our tenants.

Our Pledge to our tenants has been developed to ensure that everyone knows what to expect from the services we deliver and what our tenants can help us with in return.

Accessing our Services and Customer Care	
We will:	You can help us by:
<ul style="list-style-type: none"> • Ensure you can easily contact us in a variety of ways, including in person, by you visiting one of our local offices, by us visiting you in your home, in writing, via email, on the telephone and via our website. • Respond to enquiries via our website, social media and voicemails within 2 working days. • Acknowledge written and emailed correspondence with 3 working days. • Respect your individual needs and take them into consideration when responding to your enquiry. • Ensure that the information we provide is clear, concise, easily accessible and in plain English. • Offer support to ensure you understand the information provided to you. • Continue to develop our digital methods of communication whilst continuing to cater for tenants with specific requirements. 	<ul style="list-style-type: none"> • Letting us know when things go wrong or when they go well so that we can use this knowledge to improve services. • Keeping us informed of changes to your contact details e.g., phone numbers, email addresses or your circumstances, to help us provide the appropriate service for you. • Knowing that we will always do the very best that we can and showing respect towards our employees, contractors and representatives.

Dealing with complaints about our services

We will:	You can help us by:
<ul style="list-style-type: none"> • Listen to your concerns and be honest, fair and impartial when dealing with your complaint. • Always, as a minimum, comply with the Housing Ombudsman’s Complaint Handling Code. • Learn from our mistakes in order to use the knowledge gained to help improve our services. • Listen to compliments made so that we can continue to learn by a service well delivered. • Listen and respond to all complaints with respect but have a zero tolerance to violence and abusive behaviour. 	<ul style="list-style-type: none"> • Letting us know as soon as possible if something goes wrong so we can put it right. • Specifying the grounds of your complaint and co-operate with the investigation and resolution process. • Knowing that we will always work with you in understanding your concerns, and showing respect towards our employees, contractors and representatives.

Tenant Engagement

<p>The Regulator of Social Housing (Consumer Standards) requires all social landlords to:</p> <ul style="list-style-type: none"> • Act with fairness and respect. • Recognise the diverse needs of its customers. • Take tenants’ views into account in their decision-making about how landlord services are delivered and communicate how tenants’ views have been considered. • Communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account. 	
We will:	You can help us by:
<ul style="list-style-type: none"> • Work with you and the community to provide flexible opportunities for us to engage in a way and at a level that suits you. • Support and encourage you to get involved in helping to influence the way services are delivered. • Engage with you in decisions that affect you and your home. • Ask you for feedback. • Produce an Annual Report to inform you on how we are performing. 	<ul style="list-style-type: none"> • Joining us in one of the many ways in which you can influence our services. • Being open, honest and realistic in your expectations. • Listening, respecting and be open to the views of others.

Finding a Home

We will:	You can help us by:
<ul style="list-style-type: none"> • Provide clear information when you contact us. • Give you the chance to view any property you are offered and give you information to help you decide if it is the right home for you. • Acknowledge your request for a mutual exchange promptly. • Make a decision on your mutual exchange request within 6 weeks. • Advise you of your tenancy commencement date. • Make sure homes meet our Homes Standard. • Provide information on our services and how you can contact us. • Provide you with a copy of your tenancy agreement and explain our obligations to you and your obligations to us. • Advise you how to contact and set up services in your home, including electricity, gas, water and council tax. 	<ul style="list-style-type: none"> • Providing us with the relevant and accurate information when applying for a home. • Keeping us updated if your circumstances changes whilst you are in the process of applying for a home. • Complying with the conditions of your tenancy.

Well-maintained and safe homes

We will:	You can help us by:
<ul style="list-style-type: none"> • Be polite and respectful when carrying out work in your home. • Provide you with convenient ways to report an emergency repair 24 hours a day via phone, email or our website, or in person at the office. • Offer and keep appointments to carry out repairs. • Aim to attend all emergency repairs (a risk to life or significant damage to home) within 4 hours and to make safe. • Aim to carry out all emergency repairs within 24 hours of receiving your repair request. • Aim to carry out urgent repairs (no significant risk but will have a detrimental impact on the tenant or home) within 7 days of receiving your request. For example, taps which will not turn on, no heating or hot water in the summer months, faulty door entry systems. • Aim to carry out routine repairs – these are items that can wait without posing a risk to you and will not damage your home in the short term – within 28 days of receiving your repair request. For example, cupboard doorhandles, cracked floor tiles. • Where possible, carry out your repair on the first visit. • Undertake random checks and tenant satisfaction surveys to see if you are happy with the repair carried out. • Make sure that your home is safe, secure and free from damp and mould. • Undertake improvements to your home in line with our investment programme and give you advanced notice of when this work will take place. • Provide you with a named person to answer any questions about the works. 	<ul style="list-style-type: none"> • Informing us as soon as possible of any repairs that need carrying out to your home. • Giving our employees access to your home to carry out any necessary work, including your annual safety checks. • Letting us know if you are unable to keep appointments. • Treating our staff and contractors fairly, politely and with respect. • Giving our employees access to your property to carry out the service and safety checks. • Letting us know if you are unable to keep appointments. • Treating our staff and contractors fairly, politely and with respect. • Ensuring that you are regularly checking smoke alarms and any other device that we install to help to keep you safe.

<ul style="list-style-type: none"> • Provide you with a range of choices where appropriate e.g., kitchen cabinets and a choice of tile colours. • Ensure our employees and contractors have the relevant up-to-date skills, safety equipment and training. • Ensure our contractors carry out work to your home to the standard we expect. • Ensure we have arrangements in place with partner organisations to facilitate reasonable adaptations to your home. 	
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Your neighbourhood	
We will:	You can help us by:
<ul style="list-style-type: none"> • Carry out monthly inspections of our blocks of flats with communal entrances. • Help you understand your responsibilities as a tenant in relation to fire safety within your home and, where appropriate, where you live in a flat with communal access. • Make sure your service charge reflects the cost of providing the services that you receive and consult with you where this is required. • Aim to keep your neighbourhood or community clean and safe. • Aim to remove graffiti as soon as possible and where this is of an offensive nature, as a matter of urgency. • Respond quickly and effectively to reports of anti-social behaviour or domestic abuse within at least 1 working day of reporting. • Work with our tenants, communities and partners and agencies to prevent anti-social behaviour, such as the Police and the Local Authority. • Ensure that those affected by anti-social behaviour receive appropriate advice and guidance. • Ensure victims of anti-social behaviour are given a named contact. 	<ul style="list-style-type: none"> • Keeping communal areas clear and free from rubbish. • Familiarising yourself with the fire safety notices and procedures where you live in a block of flats with a communal entrance. • Taking pride in your neighbourhood and keeping your gardens tidy. • Respecting your neighbours and not causing anti-social behaviour, noise nuisance or annoyance. • Abiding by your conditions of tenancy. • Checking your internal smoke alarms on a regular basis.

Your Rent	
We will:	We expect you to:
<ul style="list-style-type: none"> • Provide convenient ways for you to pay your rent. • Offer you support if you are experiencing difficulties paying your rent, for example, helping you apply for benefits, offering money advice and signposting you to debt advice. • Take prompt action should your rent account fall into arrears. • Undertake rent recovery action when all other avenues of support have been exhausted. • Aim to keep evictions to a minimum and as a last resort once all other actions have been exhausted. 	<ul style="list-style-type: none"> • Pay your rent on time and contact us promptly in the event you feel unable to do so. • Work with us to clear your account should you fall into arrears.

We hope you find this document useful. If you find that you have any further queries please contact us at:

reception@epichousing.co.uk

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