

aspire  
housing

Our

Promise

# Our Promise

You Talk, We Listen

Our **promise** to you built around **5 People First** principles:

- 1** You will be able to contact us in a range of different ways that suit you and we will ensure our most popular enquiries can be self-served online 24/7.
- 2** We will always treat you with respect, take time to understand your enquiry and be polite and courteous with our response.
- 3** When you contact us we will aim to deal with your enquiry quickly and effectively at the first point of contact. If we're unable to solve it right then, we will get back to you within one working day to keep you updated.
- 4** If something goes wrong we will resolve the issue in a timely manner, keeping you informed throughout in a way that suits you.
- 5** If you make a complaint, we will acknowledge this within 48 hours and aim to resolve it within five working days. We will use your feedback to shape and improve the services we provide.

## What makes a great landlord?

We asked our customers, and here's what you said:



# Being more responsive...

...to customer queries, ensuring our responses and solutions are timely.

## We will:

- Ensure you can contact us in a range of different ways that suit you and self-serve our most popular enquiries online 24/7
- Deal with your enquiry quickly and effectively at the first point of contact. If we're unable to solve it right then, we will get back to you within one working day to keep you updated
- Acknowledge any complaints within 48 hours and aim to resolve it within five working days

# A quality repairs service...

...that's easy to contact and gets repairs fixed first time, more often.

## We will:

- Provide easy ways to report your repair, with appointments to suit you
- Aim to carry out your repair on the first visit
- Discuss how your repair will be completed with you, if we are not able to do so at the first visit and keep you updated

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# Listening to what you have to say...

...and canvassing your views to help us continuously improve our work and services.

## We will:

- Provide opportunities for you to engage with us, including events and satisfaction surveys
- Make it easy for you to tell us what you think
- Use the insight that you provide to shape and improve our services

# Helping you to thrive...

...by recognising your needs and knowing when to reach out with support.

## We will:

- Work with you to identify if you require additional support and provide a variety of services tailored to your needs
- Work in collaboration with our partners and other agencies to support you when you need it
- Provide a range of services that will help you to thrive

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# High quality homes...

...that are safe and secure, and which you are proud to live in.

## We will:

- Ensure your home meets all health and safety regulations and the Government's Decent Homes Standard
- Listen to your concerns about your property and take action
- Have a programme of improvement works and let you know when this will take place

# Keeping you informed...

...with total transparency of what we're doing, and why we're doing it.

## We will:

- Keep you updated with the information that you tell us is important, in the way that's best for you
- Ensure that information we provide to you is clear, concise and jargon-free
- We will report annually on what has been spent and the impact it has had

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# Delivering on our promises...

...ensuring we carry out everything we say we will, in a timely fashion.

## We will:

- Involve you in developing and reviewing our promises to ensure they are the things that are important to you
- Make sure that our colleagues all know and understand these promises
- Have a range of measures in place to monitor performance against these promises

# Maintaining consistency & fairness...

...to give you great service at all times, whoever you speak to.

## We will:

- Be clear about what we can do for you, your home and your neighbourhood
- Train our colleagues to deliver a consistent service taking a balanced view of your needs
- Listen to you and be able to explain our approach

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# Good value homes & services...

...at affordable prices that show you exactly what you pay for.

## We will:

- Review our rents and service charges annually and give you 28 days' notice of any changes
- Ensure that the services that you pay for offer value for money in terms of quality and cost
- Support you if you are struggling to pay your rent

# Being a team of people who care...

...and are genuinely friendly, helpful and flexible to your needs.

## We will:

- Recruit new colleagues and contractors based on our People First principles
- Train, develop and empower our colleagues to put you first
- Allow our colleagues time to volunteer in your community



# Maintaining outdoor space & neighbourhoods...

...to a high standard, showing how much we care and invest in the places you live.

## We will:

- Engage with you to develop plans to improve your neighbourhood
- Deal with anti-social behaviour effectively and where required work with partner agencies to resolve issues
- Work with you and our partners to maintain and improve the appearance of your neighbourhood

# Aspire staff working in your communities...

...means we see issues and opportunities first-hand and can act accordingly and quickly.

## We will:

- Be visible in your communities, regularly inspecting the area to identify and address any issues
- Encourage our colleagues to be our eyes and ears in the communities
- We'll be there when you need us to be.

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