





St Leger Homes Customer Charter

Our tenants, the main customers of St Leger Homes, have helped us to create this Charter to ensure it contains service standards that are important to customers. All of our staff have committed to deliver the standards contained within this Charter and to deliver excellent services to our customers



Customer Standards	<h2>Friendly & Polite Staff</h2> 	<h2>Safe & Secure</h2> 	<h2>Easy to do business with</h2> 	<h2>Keeping Promises</h2> 
How we will measure we are delivering	<ol style="list-style-type: none">1. All staff and contractors are: helpful, respectful, polite, friendly and professional2. We will treat you as an individual with respect and dignity <ol style="list-style-type: none">1. 98% felt the member of staff they spoke to was polite and gave them their full attention (measured via quarterly mystery shopping reports)	<ol style="list-style-type: none">1. We will make sure you feel safe in your home / neighbourhood / community <ol style="list-style-type: none">1. 100% service all Gas and Solid Fuel appliances annually2. 95% satisfied with the condition of your new home (measured via new tenants' satisfaction survey)3. All neighbour disputes, tenancy breaches or anti-social behaviour reports will be allocated a risk rating. 90% of all high risk cases will be visited within 24 hours	<ol style="list-style-type: none">1. We will always aim to deal with your enquiries quickly and effectively by knowledgeable staff2. We will be easy to contact, using your own preferred method (phone, email, letter, social media etc..) <ol style="list-style-type: none">1. 100% acknowledge your complaints within 3 working days2. 95% respond to emails to a central inbox the same day when within normal working hours3. 95% resolve and respond to written enquiries, complaints and compliments within 10 working days4. 95% respond to social media posts within the same working day when within normal working hours5. 95% answer your calls within 20 seconds6. We will register 100% of housing application or contact you if your application is incomplete within 10 working days	<ol style="list-style-type: none">1. We will always offer you an appointment that is most convenient to you within the times we deliver our services2. We will keep our promises and do what we say we will3. We will do our best to get it right first time, every time <ol style="list-style-type: none">1. 98% repairs appointments made and kept2. 98% responsive repairs completed right first time