



# Customer Service Charter

Tenants are Newydd's most important customers and play a significant role in shaping the services delivered. Newydd considers the services provided by all departments to tenants to be of significant importance and recognises it as a shared responsibility.

The commitments in this charter have been developed in collaboration with tenants and in line with Newydd's values.



## Our promise to you

At Newydd, we are committed to supporting and promoting equality, diversity and inclusion and consider customer services everyone's responsibility.

We do not discriminate because of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (which includes colour, nationality and ethnic origins), religion or belief, sex or sexual orientation.

We aim to deliver open, fair, transparent and efficient services that are easily accessible and effectively tailored to meet our tenants' individual needs.

### NEWYDD, THE LANDLORD will:

- Ensure MyNewydd is available 24 hours a day, 7 days a week to report repairs or raise concerns.
- Be available by phone on 0330 040 1998 and by email during opening hours (8:30am - 4:30pm Monday - Thursday and 3pm on Friday). Outside of opening hours, tenants can use the same contact number 0330 040 1998 which will take them through to the out of hours service which can be used in emergencies.
- Provide you with the name of the person you are speaking with.
- Actively listen to your concerns and repeat back to you what has been said to us. This will help us to find a solution.
- Be respectful when talking with tenants and speak to you how you would like to be spoken to.
- Interact positively and empathise with all tenants regardless of background and beliefs and not engage in any discriminatory behaviour.
- Remain accountable for our actions, apologise should we make mistakes and take all reasonable steps to resolve the matter.

### YOU, OUR TENANT will:

- Contact us at the earliest opportunity to discuss or report concerns.
- Give Newydd the opportunity of resolving issues within an agreed timescale before escalating further.
- Be respectful when speaking with Newydd staff, and speak to us how you would like to be spoken to.
- Interact positively with all staff regardless of background and beliefs and not engage in any discriminatory behaviour.
- Allow access to your home when required to ensure we can carry out all essential safety checks.
- Let us know as soon as possible if you can't make a pre-arranged appointment.
- Try to be flexible with appointment dates and times if possible.
- Let us know us if your contact details change so we can successfully contact you when required.

## **NEWYDD, THE LANDLORD will:**

- Not make promises we can't keep.
- Let you know as soon as possible if we can't make a pre-arranged appointment.
- Keep a secure record of all tenant contact so we can identify trends, issues and monitor our service.
- Aim to keep our records up to date so we can get things right first time.
- Aim to keep tenants informed at every stage, even if there is no news, so you do not feel you have been forgotten.
- Work around tenants' commitments to find suitable appointments for matters that require attention.
- Ensure that we have dealt with your request and ask if there is anything else that we can help you with before ending the call.
- Treat tenants as individuals to resolve issues and complaints.
- Always aim to contact you via your chosen methods and accommodate other languages, disabilities and any additional requirements.
- Provide various ways of easily accessing information e.g. on My Newydd, the website, phone, text, email, and social media.
- Provide support and advice from specially trained staff e.g. help with financial issues.
- Protect and safeguard our tenants from abuse and harm.
- Actively encourage tenants to review our services and act on feedback to ensure standards are met.

## **YOU, OUR TENANT will:**

- Let us know if you have a change in your personal circumstances so we can offer suitable advice and support.
- Give us your feedback on our services and offer suggestions as to how we can improve.
- Let us know of any adjustments we can make when contacting you or visiting your home e.g. disability, religious or language requirements etc.

**If you have any queries about this charter, or would like more information, please contact [enquiries@newydd.co.uk](mailto:enquiries@newydd.co.uk) or call 0303 040 1998**