

Stockport Homes Customer Charter



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We will be **RESPONSIVE**

Be clear on timescales and do what we say we will at the time agreed.

Ensure we understand your situation and provide timely answers.

We will **LISTEN AND LEARN**

Give you the opportunity for your voice to be heard and shape the services we provide.

Recognise when we make mistakes and learn from these to improve services.

We will be great at **COMMUNICATION**

Be clear and timely in all communications showing empathy.

Be open about decisions which affect you and the reasons for them.

We will be **FLEXIBLE AND FAIR**

Seek solutions to issues.

Treat you fairly, taking your circumstances into account while balancing these against the needs of other customers.

We will be **RESPECTFUL**

Be polite and honest and value what you say.

When we visit you, we will treat you and your home with care and consideration.