



## **HfL Customer Promise**

Homes for Life, is a small RSL with a mighty passion, committed to providing our customers with an affordable, tailored, responsive service where we will deliver more than “**homes for life**”. We will achieve this **by investing in our people, our properties** and **communities** assisting them to thrive and flourish.

### **We promise to work with our Tenants Panel to develop our Customer Promise**

We will create a set of guiding statements where you can measure how we are performing and hold us accountable.

#### **To provide a safe place to live**

We will ensure your home meets all fire safety standards and contains an appropriate smoke detection system.

We will make sure gas and electric safety checks are carried out in the required timeframe- it is your responsibility to allow us access to carry out these checks.

#### **To deliver a reliable repairs service**

We will aim to attend emergency repairs in three hours to make safe and complete standard repairs in 10 days.

We will procure and **deliver cyclical and planned maintenance** contracts aligning with HfL's Asset Management Strategy.

We will keep you updated on the status of your repairs and maintenance and seek your feedback to continually improve our service.

#### **To care about you**

We will recruit and invest in the development of caring colleagues providing training to ensure that services will be provided with **respect, knowledge, and support**.

We will demonstrate transparency, ownership and honesty in decision making and communication.

We will follow and adhere to the SPSO Complaints Handling process.

### **To help communities grow**

We will invest in our future putting in place the structures and identifying opportunities for **partnership working** to support our local communities to thrive.

We will carry out regular inspections to make sure your neighbourhood and amenities are clean and tidy.

We will take strong action where anti-social behaviour happens and work closely with partners to tackle incidents.

### **To tell you where your money goes**

We will **balance commercial awareness with social purpose**.

We will tell you how your rent and service charges are calculated each year.

We will inform you how and why we spend money on your home and community.

We will review our policy and procedures and **explore opportunities to enhance our service** ensuring we can evidence value for money.

### **To work together with customers and partners**

We will work collaboratively and assist you contacting relevant agencies who can offer specialist advice such as the police, charities and East Lothian Council.

We will work with you to **receive feedback and improve our services**.