

Loddon Homes

Customer Care Charter

At Loddon Homes, our residents are at the centre of all we do and we're passionate about delivering high-quality services and treating every resident with fairness, dignity and respect. It's the culture of our organisation, and this means that every member of staff, our Board members and our partners are committed to upholding these values. We recognise that every resident is different, with their own circumstances and needs, and we promise to work hard to make sure that our services are accessible, responsive and customer focused.

This Charter sets out the standards you can expect from us and what we ask from you in return. It has been developed in line with our Customer Care Policy and the Regulator of Social Housing's Consumer Standards and Competence and Conduct Standard.

You can find more information on the standards set by the Regulator of Social Housing by visiting their website at [gov.uk/government/organisations/regulator-of-social-housing](https://www.gov.uk/government/organisations/regulator-of-social-housing)

Our mission

At Loddon Homes, we are committed to providing safe, good quality, sustainable and affordable homes. We strive to build communities where individuals and families can thrive, both now and in the future knowing that their home is a place of refuge and opportunity. We promise to treat every resident with dignity, respect and fairness, and listen to what matters to them.

Our values

- You can contact us easily and we will respond
- We keep our promises
- We value every voice and we listen to them
- We make things simple and get the job done

What you can expect from us

We will:

- Always be polite, professional and courteous
- Treat everyone fairly and with respect
- Listen to your views and concerns
- Respect your privacy and keep your information confidential

We will communicate clearly

We will:

- Use plain English and avoid jargon
- Provide information that is accurate, timely and easy to understand
- Keep you informed about things that affect your home or tenancy
- Communicate with you using your preferred method wherever possible
- Offer support for residents with additional communication needs, including large-print documents, coloured paper and translation services where needed

We will be accessible

We are always pleased to hear from our residents, and there are a number of ways for you to get in touch:

By email: hello@loddonhomes.co.uk

By telephone: 0118 908 8479

By post:

First Floor, Civic Offices
Shute End
Wokingham
RG40 1WN

In person: By appointment at our offices.

We will respond promptly

We know how important it is to keep in touch – here's what you can expect when you contact us:

Contact method	Our commitment
Telephone messages	Respond within 2 working days
Emails	Acknowledged immediately and responded to within 2 working days
Complaints	Handled in line with our Complaints Policy and the Housing Ombudsman's Complaint Handling Code
Emergency repairs	Reported and responded to through the out-of-hours emergency repair service

We will provide safe, good quality homes

We promise to:

- Make sure your home is of high quality, well-maintained and safe
- Meet all our legal and regulatory responsibilities
- Provide good-quality landlord services
- Keep up to date with changes in legislation, regulation and health and safety requirements

We will listen and act on your feedback

We believe residents should have a voice in shaping our services, so we will:

- Offer a range of opportunities for you to get involved
 - Consult you on significant service changes
 - Carry out surveys and seek feedback regularly
 - Tell you how your feedback has influenced decisions and improvements
 - Support residents who wish to become more involved in scrutiny, engagement activities or governance opportunities
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We will learn from complaints

We know that sometimes, despite our best efforts, things do sometimes go wrong and we will:

- Make it easy for you to raise a concern or complaint
- Take all complaints seriously
- Investigate issues fairly and thoroughly
- Be open and accountable
- Use feedback and complaints to improve our services

We will help create safe communities

We are committed to supporting safe and sustainable communities, so we will:

- Take reports of anti-social behaviour seriously
- Work with partner organisations where appropriate
- Promote neighbourhoods where residents feel safe and respected
- Support residents affected by domestic abuse and hate crime

What we ask of you

We can only give you our best service with your help, so we ask residents to:

- Be polite and respectful to our staff, contractors and your neighbours
- Pay your rent on time and take good care of your home
- Report repairs, concerns and changes in circumstances promptly
- Keep appointments or let us know if you need to cancel
- Tell us about any changes to your contact information
- Take part in consultations and surveys where possible
- Keep to the terms of your tenancy agreement or lease
- Tell us if we're doing a good job or if we need to do better

Measuring our performance

We always want to do better, and we will monitor our performance through:

- Resident satisfaction surveys
- Feedback and complaints
- Resident engagement activities
- Reporting to our Boards and regulators

Our Promise

We will always strive to be accessible, responsive, respectful and accountable. Your feedback helps us improve, and together we can create homes and communities where residents feel heard, valued and supported.