

CONTACTING US: WE WILL ALWAYS

aim to **answer a query** the **first time** you contact us

get back to you within **two working days** if we are **not able to deal with it at once**

give you a **full reply** within **10 working days** if not sooner

tell you **within 10 working days** when you will get our full response **if your question is complex**, making it impossible for us to meet this deadline

see you **within five minutes** of turning up at our estate office and **have an appointment**, if we are not dealing with another pressing matter

see you **within 30 minutes** or sooner if you **do not have an appointment**, unless we are dealing with another matter.

YOUR QUERIES: WE WILL ALWAYS

deal with any question or request you put to us. If the person you first speak to is not best placed to deal with your query they will tell you who they will be passing it onto

if needed, **check that we have understood** your query correctly

ask you if our reply is **clear and covers all relevant points**

keep you **regularly updated** if there are, or may be, any delays – also telling you why and the likely new timescale.

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In return, we ask that you be **polite and helpful towards our staff and contractors**. Our staff have a right to take action if they are **abused or threatened**, and they will get our full support. If appropriate and necessary, we may involve outside agencies.



WE WILL ALWAYS

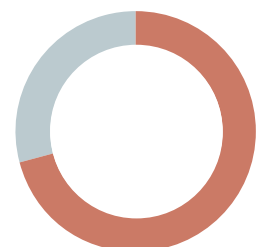
- serve you **promptly, efficiently and fairly**

You will get a service from us, not just an acknowledgement.

- be **polite and respectful**
- **deliver what we promise**
- give **good value for money**
- be **easy to contact** during working hours and **quick to respond**
- be **realistic** about what we can and cannot do and **explain it clearly**
- be **consistent**: you will get the same correct answer from all our staff
- **apologise** if our standards **fall short** and **quickly put matters right**
- **learn from our mistakes**.

You say you find us easy to deal with

71%



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VISITING YOU: WE WILL ALWAYS

wear **photo ID**. Whoever knocks on your door, whether staff or a contractor, they will wear or carry photo ID and be happy to show it to you

for all **planned meetings** try to make an **appointment** before turning up
.....
contact you promptly if we have to **break** the appointment or **we will be late**.
.....

TREATING YOU FAIRLY: WE WILL ALWAYS

treat you **fairly** and with **respect**
.....
recognise that some of you are more likely to experience **discrimination** or **disadvantage** than others, in some situations
.....

keep an **up-to-date record** of your **personal data** including, with your consent, anything that might make you vulnerable to unfair discrimination, disadvantage or harassment
.....

use this information to help us design or improve services and policies to make sure they are **fair, sensitive to different needs, sensible** and **flexible**.
.....

If you think we are not meeting our service standards please tell us.



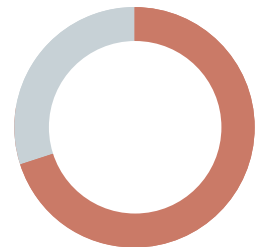
If you **smoke**, please **do not** do so while our staff are with you.



If you have **pets**, please put them in **another safe enclosed space** during our visit.

You say we treat you fairly and with respect

77%



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