

## Saxon Weald commits to:

### Relationships

Saxon Weald will treat customers with respect. Our relationship with you will be based on openness, honesty and transparency.



#### How?

Our staff will be well-trained and will always show you respect and courtesy. They will listen and deal with your query with care and professionalism. We will do what we say we will. We will ensure our services are inclusive and fair, providing support and, where possible, adapting how we do things to your needs.

#### How well are we doing?

**86%** of customers agree that we treat them fairly and with respect. (Housing association average = 80%)

**71%** of customers say they trust Saxon Weald to do what they say they will do (no comparison information available).

**80%** of customers agree that we are easy to deal with (no comparison information available).

### Communication

We will give you clear, straightforward information about your home and community, our services and how we are performing. If there are problems, we'll be open about what we are doing to improve.



#### How?

Your Tenant/Leaseholder guide contains most of the information you need to know about your home and the services we provide. Our website is kept up-to-date with useful information and advice and we send out regular communications with service updates and performance information.

#### How well are we doing?

**79%** of customers agree that Saxon Weald keeps them informed about things that matter to them. (Housing association average = 73%)

### Voice and influence

We will listen to your views and use your feedback in our decision making. We will make sure there are lots of ways to get your voice heard and that everyone feels included.



#### How?

Our customer engagement plan (available on our website) sets out lots of opportunities for you to let us know what you think and to get involved in helping improve our services. Our Customer Experience Committee is responsible for ensuring that the customer voice is at the heart of our business. We will provide information on 'you said, we did' on a regular basis so you can see the difference the customer voice has made.

#### How well are we doing?

**69%** of customers agree that Saxon Weald listens to their views and acts on them. (Housing association average = 64%)

### Accountability

We will ensure you have the information and contact channels needed to review our performance and hold us to account for our decisions.



#### How?

Regular information on our performance will be published on our website and in newsletters. Customers can contact us in a wide variety of ways both digital and non-digital. Our regular scrutiny (Task and Finish) groups provide challenge to how we run our services and support us to improve.

#### How well are we doing?

**79%** of customers agree that Saxon Weald keeps them informed about things that matter to them. (Housing association average = 73%)

Task and finish groups for last year covered two topics, the quality of our repairs and complaint handling.

### Quality

We will provide good quality homes that are well maintained, safe and well managed.



#### How?

We have programmes of investment in place to maintain your homes for the long-term. We ensure your home is safe, carrying out all necessary safety checks. When things do go wrong, we will provide a timely and good quality repairs service.

#### How are we doing?

**78%** of customers are satisfied that Saxon Weald provides a home that is well maintained. (Housing association average = 76%)

**86%** of customers agree that Saxon Weald provides a home that is safe. (Housing association average = 84%)

**76%** of customers are satisfied with our overall repairs service. (Housing association average = 78%)

On average, it takes us **27 days** to complete a routine repair.

#### Safety checks carried out:

Gas: **100%** Fire safety: **99%** Asbestos: **100%** Water safety: **93%** Lift safety: **100%**

### When things go wrong

We will make it easy for you to tell us if there is a problem, we'll listen to your concerns and act fairly in finding a solution. Where things take time to resolve, we will let you know what is happening.



#### How?

We have a simple, two-stage complaints process. We will respond to you within 10 days of receiving your complaint. If you are not happy with our response, our customer experience team will review your case, responding within a further 20 days.

#### How are we doing?

Of those customers who have made a complaint in the last 12 months, **44%** say they are happy with our approach to complaints handling. (Housing association average = 42%)

**85%** of complaints are answered within our target timescales.