# CUSTOMER CHARTER

Last updated April 2025

## 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.

## 86% of customers agree that we treat them fairly and with respect. (Housing

How well are we doing?

association average = 77%) 73% of customers say they trust Saxon Weald to do what they say they will do (no

comparison information available). 82% of customers agree that we are easy to deal with (no comparison information

### We will give you clear, straightforward information about your home and community, our services and

Communication

how we are performing. If there are problems, we'll be open about what we are doing to improve. How?

matter to them. (Housing association average = 70%)



### 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

available).

updates and performance information. How well are we doing?

82% of customers agree that Saxon Weald keeps them informed about things that

useful information and advice and we send out regular communications with service

Voice and influence

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

We will listen to your views and use your feedback



### for you to let us know what you think and to get involved in helping improve our

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?

71% of customers agree that Saxon Weald listens to their views and acts on them.

Our customer engagement plan (available on our website) sets out lots of opportunities

services. Our Customer Experience Committee is responsible for ensuring that the

We will ensure you have the information and

and hold us to account for our decisions.

contact channels needed to review our performance

(Housing association average = 60%)



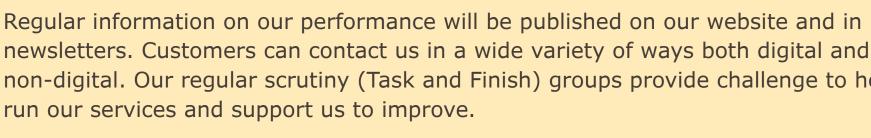
**Accountability** 

non-digital. Our regular scrutiny (Task and Finish) groups provide challenge to how we run our services and support us to improve.

matter to them. (Housing association average = 70%)

We will provide good quality homes that are well

maintained. (Housing association average = 71%)



# maintain communal areas.

maintained, safe and well managed.

How well are we doing?

Quality

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.

82% of customers agree that Saxon Weald keeps them informed about things that

Ournext task and finish group will be reviewing estate inspections and how well we



# How are we doing?

association average = 77%)

**Safety checks carried out:** 

Lift safety: 100%

How?

35%)

How?

82% of customers are satisfied with our overall repairs service. (Housing association average = 61%) On average, it takes us **27 days** to complete a routine repair.

Gas: 99% Fire safety: 98% Asbestos: 86% Water safety: 99%

85% of customers agree that Saxon Weald provides a home that is safe. (Housing

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

We have a simple, two-stage complaints process. We will respond to you within 10

customer experience team will review your case, responding within a further 20 days.

days of receiving your complaint. If you are not happy with our response, our

in finding a solution. Where things take time to resolve, we will let you know what is happening.

How are we doing? Of those customers who have made a complaint in the last 12 months, 41% say they are happy with our approach to complaints handling. (Housing association average =

94% of complaints are answered within our target timescales.

# Equality, diversity and inclusion

We will be an inclusive organisation that seeks views from all groups. Our approaches to resident involvement will be inclusive, engaging with residents from a range of backgrounds and experiences. When consulting with residents, we will reach out to underrepresented communities, including through targeted communications.



How? We have collected diversity data and information on people's needs from

approximately 40% of our customers. We are using this information to help us understand individual circumstances as well as to plan and monitor our services.