

Customer Digital Charter



Saxon Weald want our systems and online services to deliver a great customer experience. We have created this digital charter to ensure we are focussing on the things that really matter to you.

1

We aim to deliver 70% of your most frequent transactions with us through online services by 2022. We will always be available via traditional methods for complex cases and for customers who need a little extra help.

Example: You can pay your rent online but call us if you need to arrange a payment plan.



2

Online systems will be customer focussed - easy to understand and use.

Example: We will use customers, staff and 3rd party experts to review our systems.



3

Our systems will be accessible.

Example: We will ensure that our systems work with common accessibility tools and use appropriate colour schemes, fonts sizes and layouts.



4

Our online services will be available 24/7.

Example: You can use MySaxonweald at any time to book a repair.



5

We will aim to communicate electronically with those customers who are online.

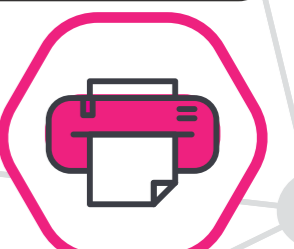
Example: We will send customer publications by email.



6

We will produce an environmental policy that challenges us to improve our green credentials.

Example: We aim to reduce the amount we print by 10% each year.



7

We will keep online systems secure.

Example: Saxon Weald hold the government approved Cyber Essentials + accreditation which is tested by external auditors annually.



8

We will look after your personal data.

Example: Saxon Weald is registered with the Information Commissioners Office and employs a data protection specialist.

