

Saxon Weald commits to:



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



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.



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.



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



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



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.

For information on how we will deliver these commitments through our services, please see our website or your tenants' guide:

www.saxonweald.com/managing-your-tenancy

