

Our **Customer Charter**



Three Rivers aims to give the best possible customer service, within specified timescales, making use of the resources available. We will provide you with:

- A friendly and efficient service
- Clear and up to date information
- A fair and satisfactory response to your complaint if something goes wrong

In particular we will:

- Answer all your calls promptly and deal effectively with your enquiries
- Visit all customers by appointment in your own home when requested
- Repair your home to a good standard within set timescales
- Keep estates clean and tidy and provide a good value for money service
- Ensure that rents are affordable
- Keep you fully informed about what you wish or need to know
- Ensure access to confidential information is strictly limited on a need to know basis
- Carry out regular surveys to find out your views on service provision
- Make office reception areas tidy, clean, warm, friendly and safe
- Be fair in dealing with applications for housing and help people move more easily
- Support local Community Development and deal with Anti Social Behaviour
- Support customers to remain independent in their own home