

Customer Service Standards Rented Accommodation



- Viewing and Inspections at times convenient to you – including evenings and weekends
- On sign up we will clearly explain your rights and responsibilities as a tenant and our responsibilities as a landlord
- We will provide you with a welcome pack: which will include your tenancy agreement and tenant's handbook.
- We will respond to emergency repairs within 4 hours of your call.
- We aim to fix urgent repairs within 3 working days

Customer service standards are a set of commitments we make to rented accommodation tenants about the services we provide and how we deliver those services. These standards were developed in partnership with our customers. A customer satisfaction form will be provided at regular intervals during your tenancy. Please complete this to enable us to see if we are meeting our standards