

# CUSTOMER CHARTER

## WE LISTEN, VALUE AND DELIVER

We listen to our customers and staff, valuing all feedback we get and using it to deliver exceptional customer service.

**We will** provide homes and services that meet the needs of the people in our communities.

**We will** provide customers with an easy-to-use digital platform to access services online 24/7.

**We will** put the safety of our customers and staff before anything else and where there is a need for an emergency repair, we will attend within 24 hours.

**We will** manage our business effectively, so we can offer value for money, protecting the homes and services we provide and build more homes.

**We will** help our customers to access new opportunities through our Community Investment programme.

**We will** refer or direct our customers to other agencies and services if we can't help them with a specific need.

**We will** work in partnership with our customers to make sure we make the right investments in our communities.

**We will** make sure that our customers can easily tell us what they think, and if we make major decisions we will consult with them.

**We will** acknowledge all complaints within one working day and will always take customer complaints seriously.

**We will** ensure our customers have access to the information they need to make informed decisions and hold us to account.

**We will** treat all our customers fairly, valuing diversity in our communities.

**The Radian Board** is fully accountable for every aspect of the customer experience.

**We will** always act in accordance with our organisation's values.



BE THE  
DIFFERENCE



ALWAYS  
CURIOUS



ACHIEVING  
TOGETHER



OWN IT  
OPENLY



EMBRACE  
POSSIBILITY