

From start to finish and afterwards it will always be our intention to:

- be supportive, empathetic and ensure that you, the residents, are at the core of everything we do
- keep you informed about everything we are doing to your property or your local area through meetings, leaflets, and online newsletters
- consider your needs and those of the wider community when shaping our services, policies, and procedures
- ensure that residents from diverse communities and under-represented groups are fully involved
- recruit our employees from your area and utilise their knowledge of the community to deliver our services
- offer our residents training and support to develop their skills
- host resident workshops and conferences, from 'Meet the contractor' to coffee mornings and DIY workshops.
- provide a resident satisfaction survey to capture your feedback and identify any areas for improvement.

If you are not happy with our service, we have a strict set of procedures in place to make sure any issues you may have will be dealt with promptly and courteously. Your Resident Liaison Officer will put an action plan into place immediately to resolve your complaint and give you a timescale and a full explanation of how your problem will be handled.

If we need to undertake work in your home, we will arrange for one of our dedicated Resident Liaison Officers to look after you and guide you through the process. They will visit you daily to make sure that you are satisfied with our work, check that our standards are being upheld and ensure the necessary protection is in place. As a company we will always involve you right from the start to make sure we understand your priorities and requirements and ensure you know what to expect from us whilst works are being carried in your home.

To help those whose first language is not English we provide newsletters, resident information booklets and site signage in other languages, with many of our Resident Liaison Officers they have a second language.

We recognise that our older and more vulnerable residents can become distressed by the upheaval of our works, this is when the familiar face of a Resident Liaison Officer can be particularly helpful. In these cases, we effectively act as a second carer, communicating daily with family members, other carers and premises staff on a one-to-one basis whenever required.

As with all Elkins employees our Resident Liaison Officers are highly trained. Their expertise in customer care, equality, diversity and cultural awareness, aids and adaptations, and energy efficiency all contribute to keeping the resident at the heart of everything we do.

We also make it mandatory that all staff and operatives hold a current disclosure and barring service check (formerly known as a CRB check).

Behind the scenes this entire approach to maintaining excellent levels of service of customer service is underpinned by our ISO 9001:2015 certified quality management system. This widely used management tool ensures our quality policy is always understood and followed at all levels by our employees.