



Cill Dara Housing Association

CUSTOMER CHARTER

Our Vision

To provide quality homes and services for people in housing need. We are proud to play a role in supporting the development of safe and sustainable communities where people are proud to live.

Our Customer Service Charter



As a social housing landlord, we put our tenants at the heart of everything we do.

We will use this Customer Service Charter as a framework for delivering excellent customer service and will aspire to meet these standards with every interaction.

As a tenant you can expect us to:

- Deliver our services in line with our Core Values
- Treat you with dignity, respect, and courtesy
- Be open and honest with you
- Meet you at the agreed time and inform you if we are delayed
- Respond to your concerns regarding your home or community as quickly as possible
- Provide helpful and informative responses to your queries
- Efficiently respond to your letters and/or emails within 5 working days
- Respond to phone calls and to return calls within 24 hours
- Treat all complaints seriously and responsively
- Provide you with information and explain documents and procedures
- Meet you in offices which are clean, tidy, and accessible
- Respect your privacy and confidentiality where required