

# Our Pledge To You

## To earn and maintain TRUST we will...

### Actively listen and ensure you feel heard. We will always try to do the right thing.

- Be respectful in all our interactions with you, show empathy towards you, and uphold our values:



Put our customers first



Be open, honest and accountable



Strive to be the best



Value each other

### Achieve high levels of customer satisfaction with our services.

- Seek your feedback through different means, such as surveys and at events, and will share with you how this has shaped our services.

### Create opportunities to interact with us.

- Whether at events or online via our Coastline Conversation, you will be able to express yourself with members of all levels of the organisation.
- We will arrange formal and informal opportunities to meet the Board, Executive Team, and Senior Leadership Team, as well as Coastline team members.

## To COMMUNICATE well we will...

### Contact you within six weeks of moving into your Coastline home.

- We are keen to know how you are settling in, check if you have any questions or need any advice, and to share opportunities for you to get involved with Coastline.

### Respond to your digital contact within two working days, and all other contact within four working days.

- When we are unable to resolve a query, we commit to update you every five working days.

### Make it easy for you to access our key services online.

- Manage your rent account, report and book a repair, contact us, and apply for and rent a home.
- Provide a range of easy to access information on our services via our Knowledge Based Articles on My Coastline

### Use clear language when we contact you.

- Work with our Coastline Conversation customers to review policies and procedures that affect you, to make sure they are easy to understand.

## To champion VOICE & INFLUENCE we will...

### Work with you to make sure our policies meet your needs.

- Put customers first by advising of any planned changes to services and making them easy to access and use.

### Make it easy for you to have your say and influence Coastline.

- Actively seek a diverse range of customers who represent all Coastline communities to get involved through our Coastline Conversation.
- Always welcome customer feedback, whether it's a complaint, compliment, or idea about how we can improve, and make it easy for you to do this.

### Share and celebrate how your feedback influences services.

- Regular 'You Told Us, We Listened, Together We Achieved' newsletters and updates, to demonstrate the vital role customers play in improving Coastline

## To ACT RESPONSIBLY we will...

### **Measure and share how we're doing against our key targets.**

- Provide our performance information on our website, in the Coastline Conversation, at Customer Voice meetings, and in updates to the Customer Experience Forum.
- We will share good news stories from across Cornwall to show that high quality housing leads to thriving communities, and a home is more than bricks and mortar.

### **Answer to and support the Customer Voice group to act as a critical friend to Coastline.**

- Findings and recommendations will be reported to the Customer Experience Forum.
- Provide appropriate training to conduct customer-led scrutiny reviews in line with the Trust Charter commitments, to ensure we are responding to customer priorities.

### **Celebrate our customers' achievements within their communities and champion the positive impact of social housing.**

- Work with national and partner organisations, to share best practice and challenge the stigma associated with social housing.

## To deliver QUALITY we will...

### **Complete at least 95% of repairs right first time.**

- Turn up on time, complete the repair right first time, or return to complete it in a reasonable time and do the work to your satisfaction.

### **Support people into work, training and volunteering.**

- Provide volunteering, work and training programmes, through inspiring futures and Coastline Construct to support people to increase their confidence and employability skills.
- Help you to manage the impact of changes to benefits and signpost to support and refer you to specialist information, advice and guidance services.

### **Visit your neighbourhoods regularly as part of our Community Standard..**

- Publish a programme of Community Standard visits to your neighbourhood and invite you to join in to review the physical environment and local social, health and wellbeing opportunities.
- Work with you to develop improvement plans to meet the needs of the community and share our findings with you.

### **Provide homes that you are proud to live in, which are of a high quality and meet a range of housing needs across Cornwall.**

- Our new developments will incorporate environmentally friendly practices, to support our commitment to environmental sustainability.
- Reduce our carbon footprint as we work to improve our existing houses and communities, via our Community Standard visits.
- Continue to deliver high quality support and housing solutions, specifically for those who live in supported accommodation or our Extra Care facility, to help address homelessness and social isolation.

## When THINGS GO WRONG we will...

### **Do the right thing by always being open to hearing how we can improve, and making it easy for you to raise concerns and complaints.**

- Give you a range of ways to make suggestions for improvements, such as via the Coastline Conversation, social media, or satisfaction surveys.
- Work with our Customer Voice members to gain feedback on the complaints process.

### **Work with you to find a solution and learn from our mistakes.**

- Give you a single, independent point of contact throughout the process of your complaint being considered.
- Provide a clear complaint process and resolve your complaint within two weeks.
- Tell you the outcome of your complaint, and take steps to improve our services based on your feedback.
- Learn from customer feedback to ensure we continually improve our services.