

# Coastline Trust Charter

Coastline's commitment is to...

## Relationships

...**Earn Trust** by actively listening, and treating all customers with respect in all of our interactions. Relationships with customers will be based on openness, honesty, and accountability.

## Communication

...**Communicate Well** by giving our customers clear, accessible, and timely information on issues that matter to them, such as their homes, local community, and how Coastline is working to address problems. We will share information openly about how Coastline is run and how we are performing on key issues.

## Voice and Influence

...**Champion Voice and Influence** by seeking out, listening to, and valuing customers' views, which will be used to inform decisions. Every customer will have the opportunity to be heard by Coastline on the issues that matter to them, and will be encouraged to speak freely.

## Accountability

...**Act Responsibly** by encouraging and empowering customers to join Customer Voice; a group that independently scrutinises and holds Coastline to account for the decisions taken that affect the quality of customers' homes and the services they receive. Coastline will support customers to share recommendations with the Board and publish their findings publicly.

## Quality

...**Deliver Quality** by providing existing and new customers with homes of a good quality, which are well maintained, safe, well managed, and in thriving neighbourhoods with opportunities for all community members.

## Putting it right when things go wrong

...**Doing the right thing** by giving customers simple and accessible routes for raising issues, making complaints, and seeking resolution. Coastline will strive to resolve issues before they become a complaint. Coastline will provide timely information, advice, and guidance to support customers when things go wrong.

