



CUSTOMER CHARTER

Solon's main aim is to deliver good quality, affordable homes and **customer-focused** housing services in a way that meets and satisfies the housing and social needs of each of its tenants.

We will always try our best to:

- Be easy to contact and quick to respond, within pre-agreed deadlines
- Do things right, first time, every time
- Be polite and courteous at all times
- Provide high quality, value-for-money services
- Treat all our customers fairly and equally, and accommodate any special needs
- Make our customers aware of the type of service they can expect and the timescales involved
- Be accessible, accountable, listen and respond to our customers' needs
- Acknowledge when we make mistakes, apologise and put things right as quickly as possible.