

Values Based Service Standards

Value (BCHG Values)	Behaviour (Not process based)	Measurement (Only satisfaction, not process)
We not me	<ul style="list-style-type: none"> We will always hear the customer voice before acting. Services will be designed and delivered in partnership with residents. We will work together at BCHG to ensure you get a full response to your query We will look to work in partnership with other agencies to do more than we can do on our own. 	<ul style="list-style-type: none"> TP06: Satisfaction that the landlord listens to tenant views and acts upon them TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
We do what we say we will	<ul style="list-style-type: none"> We will agree actions with residents including timescales and seek to deliver on our promises. We will invest in your home and community based around your priorities to enhance your living experience. We will always consult with you before undertaking any major works to your home. We will be transparent with you about rents and service charges and always consult with you before any changes. 	<ul style="list-style-type: none"> TP01: Overall satisfaction TP04: Satisfaction that the home is well maintained TP12: Satisfaction with the landlord's approach to handling anti-social behaviour
We care	<ul style="list-style-type: none"> We will have a zero tolerance for any unsafe situation that may arise. We will always treat you with empathy and always respect your confidentiality We will shape our services around you and make reasonable adjustments to services to accommodate your needs. 	<ul style="list-style-type: none"> TP05: Satisfaction that the home is safe TP08: Agreement that the landlord treats tenants fairly and with respect

<p>We do the right thing</p>	<ul style="list-style-type: none"> • We will always communicate to you in the way you want us too • We will be transparent in our actions and activities sharing with you as much as we can. • We will deliver repairs and other services to timescales in agreement with you 	<ul style="list-style-type: none"> • TP02: Satisfaction with repairs • TP03: Satisfaction with time taken to complete most recent repair
<p>We love to learn</p>	<ul style="list-style-type: none"> • We will be honest when we get things wrong and share with you what we will do about it and learn from • We will always recruit and retain the best colleagues possible to serve you. • We will ensure our colleagues are knowledgeable highly trained to help you with your query • We will involve residents in the recruitment of colleagues and the selection of key contractors who work with us. 	<ul style="list-style-type: none"> • TP09: Satisfaction with the landlord's approach to handling complaints