

Customer Service Charter

Caring for our Customers

We are committed to:

- Providing prompt, friendly, courteous and efficient customer service, always acting with honesty and integrity.
- Providing you with clear, accurate and timely information.
- Treating your personal information in strict confidence.
- Carefully listening to what you have to say so we can ensure the most appropriate way to assist you.
- Managing your expectations accurately.

We ask that you as our Customer:

- Be polite, courteous, non-abusive and non-threatening at all times.
- Respect the rights of other customers.
- Provide us with complete and accurate information.
- Comply with all reasonable requests made by our staff.
- Be realistic in your expectations.

We invite you to:

- Consult with us by attending Q & A sessions, regular Estate Meetings and focus groups.
- Recognise our effort by telling us when you have received excellent customer Service.
- Tell us if we fall short in our service so we know how to improve.
- Feedback to us by taking part in customer surveys; posting comments in our suggestion boxes; or joining residents' groups.
- Be an ambassador for Stoll and the wider UK Veterans community.
- Contribute to the community you live in by promptly paying your rent and volunteering to help.