

Residents' Charter

The Residents' Charter was developed with members of our Tenant & Leaseholder Panel (TLP) to foster good relationships between residents and housing services. It clearly sets out the level of service residents should expect from the council. The Charter has been formally adopted by the Croydon Council's Cabinet on 7 December 2022.

1. To treat residents with respect

- Being respectful and polite when communicating with residents, using appropriate language and tone and making an effort to understand their individual needs
- Be empathetic to residents and demonstrate good listening
- Consider residents' availability when booking appointments
- Keep residents informed of any changes that affect service delivery or response times
- Provide residents with appropriate contact details for housing staff

2. Respond quickly and efficiently to complaints and learn from problems that lead to complaints

- Use your feedback to improve our services
- Simple and easy ways to raise issues and make complaints
- Timely advice and support when things go wrong
- Progress updates on how we are rectifying an issue and a named contact

3. Be clear and transparent with our residents about how we are performing

- Regularly share how we are performing
- Performance reports are jargon free and easy to understand
- Engage residents in monitoring our performance

4. Provide safe homes and a clean environment which residents are proud to live in

- Properties that are well maintained and safe to live in
- Timely estate cleaning
- Well maintained grounds on estates
- Regular inspections of estates and repairs
- Make it easy to report an unsatisfactory repair

5. Give residents a voice and encourage meaningful decision-making activities

- Use focus groups, regular surgeries, online sessions and other varied activities to give residents a voice
- Encourage participation in tenant involvement groups
- Conduct meaningful consultation before decisions are made
- Obtain residents' views on changes to service delivery which impact on their lives and well-being
- Encourage residents to get involved and make it easy for them to do so

6. Communication is clear and easy to understand

- Information we provide is clear and easy to understand
- Our website is regularly updated, easy-to-navigate and information is easy to find
- We use a variety of ways to communicate with residents (both digital and non-digital) taking account of their communication needs
- Always be honest even if it's a difficult message