

Our new Customer Promises

We are pleased to introduce our new Customer Promises, which we created with our tenants, and which are based on our customer service model which is called RAMP.

Our new Customer Promises will show tenants how our services as a landlord are good or improving.

What does RAMP stand for?

Resolve issues

Resolving issues quickly and effectively is our priority. We understand that looking into concerns quickly is important to keep tenants happy.

- **Our promise:** we will make every effort to look at issues tenants raise with us so they are happy
- **Our results:** we will let tenants know the number of complaints answered in time, and the number of tenants who felt that their issue was sorted today

Adapt our service

We think it's important that we deliver our services to meet each tenant's needs.

- **Our promise:** we will adapt to deliver a supportive service, treating tenants fairly and considering their individual needs
- **Our results:** we will measure the number of tenants who feel they are treated fairly and with respect, and the range of equality and diversity data we hold about them

Make it easy

We want our tenants to have the best customer experience, so we aim to make our services easy to use, with clear information and processes that are available to everyone.

- **Our promise:** we will make it easy for tenants in all the work that we do
- **Our results:** we will tell tenants the number of people are happy overall with us as a landlord, along with the number of people who are happy with our repairs service.

Proactive communication

It is important that our tenants trust us to be open and honest. We will let them know about any changes, updates, or issues that may affect them.

- **Our promise:** we will communicate things our tenants need to know quickly and often. We will be patient, approachable, and honest about what we can do. We will say what we will do and by when.
- **Our results:** we will tell our tenants how many of them feel we listen to their views and take action. We will also tell them the number of phonecalls that could have been stopped if the issue was sorted first time.

Our new set of Customer Promises makes sure that we settle issues, change our services when needed, make our processes straightforward, and communicate with tenants in a meaningful way. They set a clear standard that makes sure that we keep our tenants in the know. They also set out how we can make changes to our services to meet tenants needs, and make sure the services we provide are high quality and always improving.

We will share with our tenants our Customer Promises every 4 months and in different formats, like easy read and plain language.

More information is available on our website:

<https://corporate.progressgroup.org.uk/policies-and-reports/performance-reports/customer-promises/>