

New Customer Promises 2025



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



The **R** in **RAMP** stands for Resolve issues
Our promise: we will make every effort to sort issues you raise with us, so you are happy.



The **A** in **RAMP** stands for adapt our service.
Our promise is that we will make changes to make sure our services support you and I will listen to your individual needs.



The **M** stands for **Make it easy**. Our promise that we will make it easy for you in all parts of service delivery.



The **P** in **RAMP** stands for proactive communication. Our promise is that we will communicate things you need to know and we will be honest about what we can do and by when.



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



You can download your Easy Read of the Customer Promises on the RWP website.
www.residewithprogress.org.uk/living-in-your-home/customer-promises/