

Together with tenants charter

The Together with Tenants charter aims to strengthen the relationship between residents and housing association landlords.

Norwich Housing Society has adopted the charter and will commit to:



Relationships: Our Board and all our staff will treat all tenants with respect in everything we do. We will be open, honest and transparent.



Communication: We will provide clear, accessible, and timely information on issues that matter to you. This will include important information about your home and local community, how we are working to address problems, how we are run, and information about performance on key issues.



Voice and influence: We will seek and value your views through scheme meetings, feedback to staff and through surveys. We want you to be open and frank with us, and we will listen to everyone individually. We will use this information to inform decisions on services we offer and how we will run the Society.



Accountability: We welcome the opportunity to work with tenants collectively, in partnership with us to make improvements to how and what services we deliver. We welcome independent scrutiny of our activities and are happy to be held to account for our decisions that affect the quality of your homes and services.



Quality: We will ensure that your homes are of a good quality, well maintained, safe and well managed.



When things go wrong: We provide a simple and accessible complaints process and we will provide timely advice and support when things go wrong.

To find out more about Together with Tenants, visit housing.org.uk/tenants