

CUSTOMER CHARTER



Relationships

Trident Group is committed to treating all customers with respect in everything we do as your landlord, which includes every interaction we have with you. Our relationship with you as customers will be based on openness, honesty, integrity and transparency.



Communication

We are committed to using various forms of media platforms to communicate information. Our customers will be provided with up-to-date, timely information about matters that directly affect our customers and their homes and neighbourhood community sites. We will feedback how we address and resolve problems to you our customers.



Voice and influence

We are committed to customer engagement and views are actively sought and valued by our organisation as information collated will be used to inform decisions that will benefit our customers. We will listen to the views of customers and will respect their individual views and comments. We will act upon recommendations identified from constructive feedback; encouraging participation that is open, honest with assurance they should not fear to share their views and constructive feedback with their landlord.



Accountability

Working in partnership with us, our customers will be given the opportunity to independently scrutinise and will be able to hold us to account on any decisions we take that would directly affect customer homes. This will include services provided as part of their tenancy/customer agreements.



Quality

Our customers can expect their homes to be of high quality, maintained to a safe and satisfactory standard and we will ensure the management of our estates are administered and managed to a high standard expected by all parties.



When things go wrong

Our customers will be given simple and accessible routes for raising issues and complaints that affect them, their property and their estate(s). When making complaints they can expect a timely response and support to resolve problems and or complaints when things go wrong.

