TURNING LIVES AROUND

TENANTS CHARTER

RELATIONSHIPS

We will treat all clients with respect in all of their interactions. Relationships between clients and TLA will be based on openness, honesty and transparency.

COMMUNICATION

Clients will receive clear, accessible and timely information from TLA on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.

VOICE AND INFLUENCE

Views from clients will be sought and valued and this information will be used to inform decisions. Every individual client will feel listened to by TLA on the issues that matter to them and can speak without fear.

ACCOUNTABILITY

Collectively, clients will work in partnership with TLA to independently scrutinise and hold TLA to account for the decisions that affect the quality of their homes and services.

QUALITY

Clients can expect their homes to be good quality, well maintained, safe and well managed. When things go wrong, clients will have simple and accessible routes for raising issues, making complaints and seeking redress. Clients will receive timely advice and support when things go wrong.



#thetlaway