



Stonewall Housing Association

Customer Charter

1 We will listen to you

- We will respond to your initial enquiry within 2 working days
- We will make time to listen to you
- We will be polite, empathetic and try our best to understand your needs
- We will arrange an interpreter for you if required
- If you tell us we have made a mistake we will try our best to fix it and admit when we have got it wrong

2 We will respect you

- We will not judge you
- We will respect how you identify and use terms and pronouns that you feel comfortable with
- We will respect your confidentiality and won't share your personal information without your consent

3 We will be here for you

- If we need to meet with you to discuss your case we will do this as soon as possible
- We will make sure you aware of how to access our services
- We will be here for you and on your side

4 We will advise you

- We will give you with sound legal advice you can trust
- The advice we give you will be specific to you
- We will be realistic with you about your housing options
- We will try our best to offer advice in a way you understand

5 We will support you

- If we advocate for you we will make sure you are in control
- We will help you get the support you want in your life

6 What we expect from you

- We expect you to treat our staff with respect
- We expect you to keep us updated on any significant changes in your case
- We expect you to be open and honest with us about your situation