

1 No matter what

Whatever you need, you can always expect us to:

Understand you by:



- Listening to you as an individual
- Being aware of your experience with us so far
- Knowing what you need and expect from us

Make it easy for you by:



- Designing our services to be simple and straightforward to use
- Keeping all communications relevant, clear and easy to understand
- Giving you choice about how you access and receive our services based on your preferences

Earn your trust by:



- Always making helping you our priority, taking ownership of your issues, and working with you to resolve them
- Treating you with respect, care and kindness
- Keeping you informed and updated so you are crystal clear on what's happening when

2 Getting in touch

You can contact us in ways that suit you:

Online:



You can go to our website for the latest news, information and advice. You can also access **MyParadigm**, where you can see personalised information relevant to you and your home, make payments, and arrange repairs.

ParadigmHousing.co.uk

Email:



When you email us, you'll get a personal reply within three working days.

ContactUs@ParadigmHousing.co.uk

You can also follow and contact us on social media.



Call:



When you call our main number between 8am and 5.30pm, you'll be talking to a member of our team in less than two minutes.

We operate an emergency service outside of these times.

0300 303 1010

Visiting you:



Call or email to arrange an appointment.

If you'd like to talk to someone face to face, let us know and we'll do our best to make it happen. We'll always try and meet you somewhere that feels safe and fits with you.

Our hours for repairs and home visits are between 8am and 5.30pm, Monday to Friday.

3 Getting things done

However you contact us, we will aim to:

Sort it first time:



Whether you're giving us a call, emailing us, or we're visiting you at home – **we'll aim to get most things sorted there and then.**

Quickly follow up:



If we can't sort it then and there, and need to get back to you, we will do so **within three working days of your initial contact.**

Be clear about next steps:



Some queries will take a little longer to deal with. When this is the case, we'll work hard to resolve the situation as quickly as possible and **keep you informed of progress.**

- We'll tell you which team and colleague will be helping you with your query, and clearly explain the next steps, including when and how we will get back to you
- Someone will get back to you with an update as soon as they can, but in no more than 10 working days from your initial contact
- We'll always aim to resolve things within this time. If we can't do this, we'll let you know why and keep you updated
- Whatever we do, we'll agree it with you and confirm you're clear on the plan

4 Thinking ahead

Whenever things are changing, you can always expect us to:

Give you plenty of notice:



- About any changes to our services that will impact you or your home
- About any financial changes to enable you to plan ahead
- About any planned works we are doing that may impact your local area

Keep you updated:



- Through a range of channels including in-person, on noticeboards, on our website, on our social media channels and through our newsletters

Use your feedback:



- Seeking your opinions at an early stage to guide our decision making
- Getting your views on proposals to make sure that they work for you