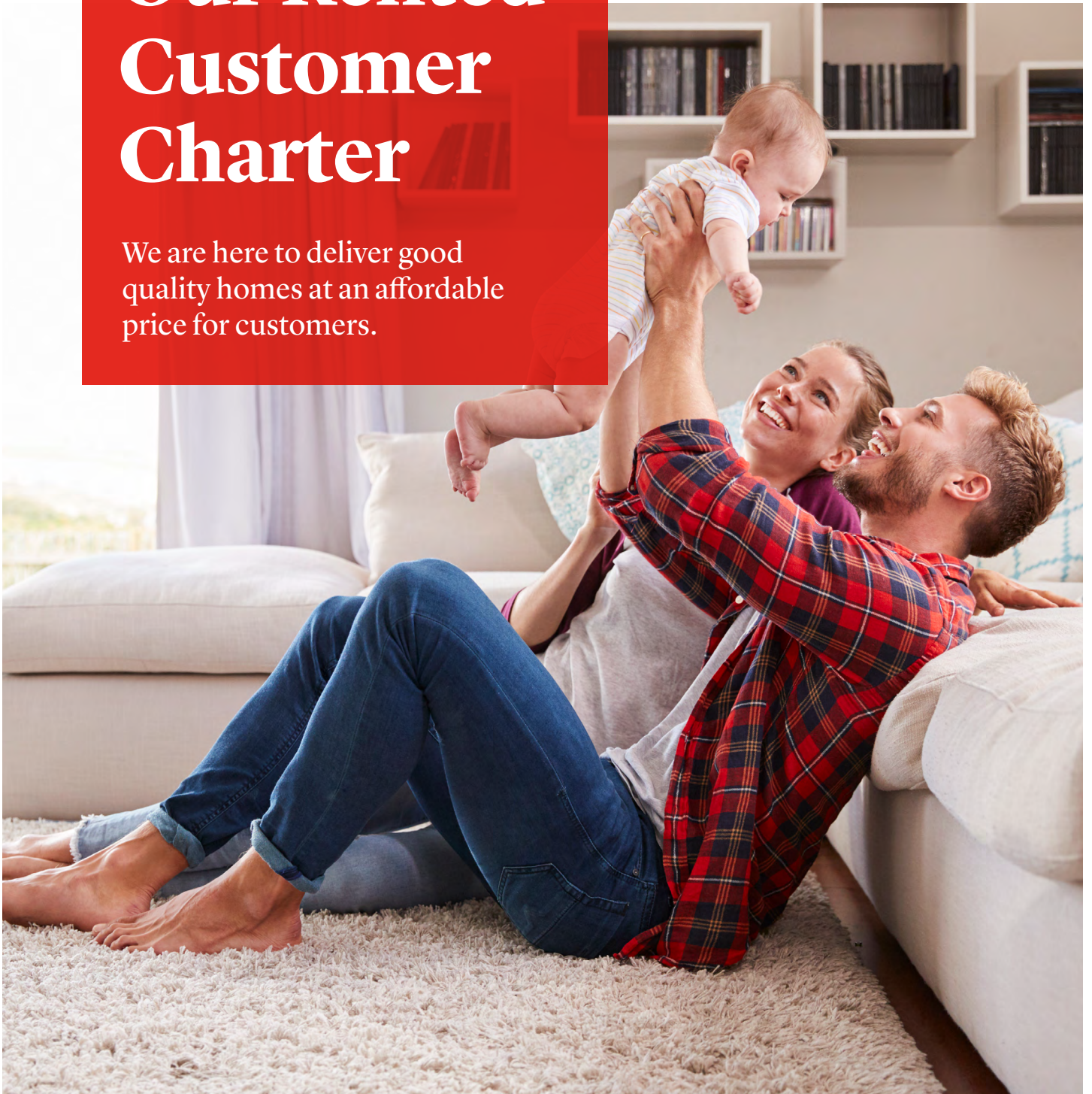


# Our Rented Customer Charter

We are here to deliver good  
quality homes at an affordable  
price for customers.



# We are dedicated to addressing the shortage of affordable housing in England

...and by increasing the supply of new rental homes, we aim to help those who may not be able to afford other rental options.

For some, a home could be as simple as meeting basic needs of security, warmth and shelter and for others it will provide a stepping stone on which to build their lives for a better future.



Our customer charter sets out in straightforward terms the high level of service you can expect from us.

## Providing local services to you

We work with regional management providers who will oversee all services delivered to your home. They bring extensive knowledge and experience to help you settle into your new home, manage rent payments, complete repairs and provide ongoing customer support.

You will be given key contacts for them when you move in so you can easily get in touch with the right person who can help you when you need it.

This service will be backed by our own Customer Care Team who will be there when you first move in to say hello. This team will also work together with your management provider to ensure services are delivered to a high standard.

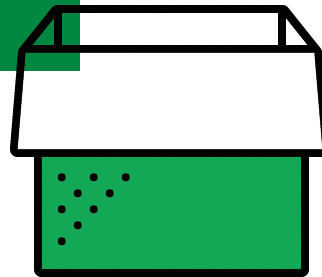






# Welcoming you to your new home

**Before the big day, we will ensure you are given all the information you need about your home and key contacts should you need to contact us.**



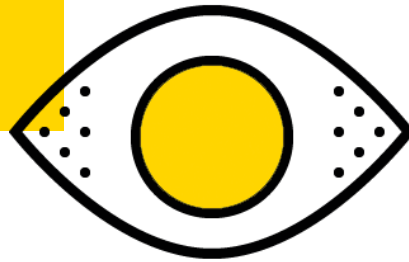
## Moving in

### We will:

- ✔ Ensure all our properties are advertised clearly. This will include detailing the location, property size, rent charges and any eligibility criteria before you apply.
- ✔ Provide you with a key contact from your management provider to answer any questions before you move in.
- ✔ Meet with you at the property to demonstrate how everything works in your home. We will help you take meter readings and then hand over the keys. We will make sure your home is clean and tidy, ready for you to move into.
- ✔ Give you a home user guide which explains everything about your home, and usual things to expect when living in a newly built home.
- ✔ Ensure you receive support from your management provider who can address any issues. We hope there will be no problems after you have moved in, however if you do spot something, they will be able to help.



## Clear and simple to understand information



**We will always treat you with fairness and respect, and ensure our communication is clear, accessible and timely. This will include the following commitments:**

### **Your tenancy**

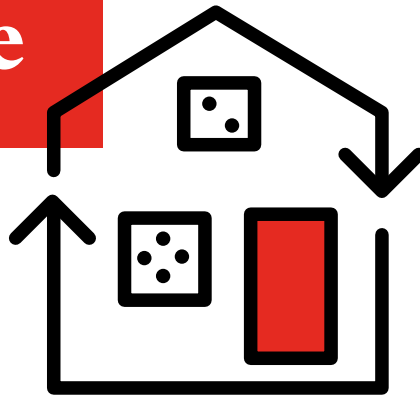
**We will:**

- ✔ Provide you with a tenancy agreement which suits your needs. In most cases this will be fixed for five years, with a review at the end of this to ensure the property is still right for you. Your tenancy provides a high level of security which means we cannot ask you to just leave.
- ✔ Clearly set out responsibilities for both us as the landlord and you as the tenant, so you are clear on what you are signing. We understand this is a big commitment so your management provider will be on hand to answer any questions you have.
- ✔ At the first time of letting one of our homes, our rents will never be more than 80% of the local market rent. If that changes, we will be transparent about the revised rent you need to pay. Rent will be charged monthly, and you will have a range of payment options to choose from.
- ✔ Increase rents in line with Government guidelines. Any rent increase will only happen in April, and we will give you at least one month's notice before it changes.



## Homes fit for the future

Providing you with a safe, secure and well-built home is what we are here for. To meet this we have highlighted below our key commitments.



### Your Home

#### We will:

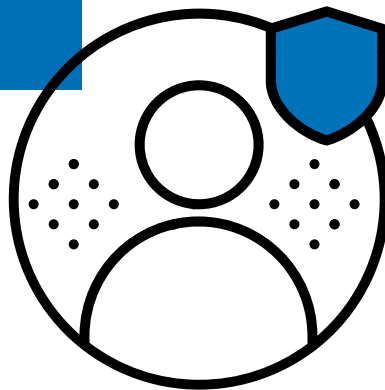
- ✔ Ensure all homes are fully inspected and ready before you move in. Should you spot anything that's not right when you move in, we will agree a time when it will be fixed.
- ✔ Make sure we provide floor coverings throughout and that your home is fully decorated.
- ✔ Ensure your garden is clean and tidy before you move in and that storage is provided for your gardening essentials.
- ✔ Brand new homes - if you move into a brand new home, there will be a 12 month 'defect liability period' provided. This starts from the date the house was completed. This will cover all emergency repairs. Your home will also have a 10 year building warranty cover.
- ✔ Re-let homes - if you move into a home that has previously been occupied by someone else, we will do our best to bring the standard of that house back to the same condition as moving into a brand new home.
- ✔ Provide a local repair service which works around your availability (after the 12-months defect liability period has expired).
- ✔ We aim to deliver homes that minimise the impact to the planet and improve affordability for customers. 97% of our new homes are EPC B rated or better, which is above the performance of new homes in the wider housing market.





## Putting your safety first

**We continue to put customers safety first, including being ready to meet new building standards as they are introduced. We've listed some of the measures we take to keep customers safe in their homes below.**



### Health and Safety

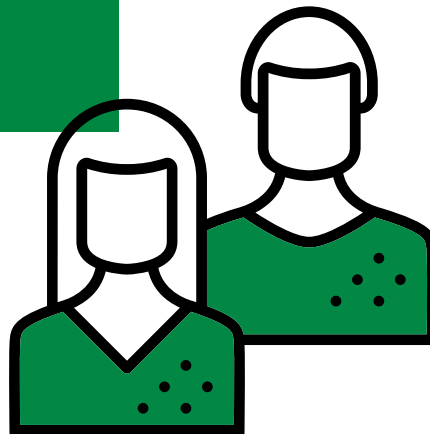
**We will:**

- ✓ Fully check and test your services before you move in. These checks will include gas, water, electric heating etc and any certificates will be provided.
- ✓ Inspect the safety of your gas supply in your home every year, and every five years we will check the electricity supply.
- ✓ Make sure we carry out regular fire and safety checks on all apartment buildings to make sure your home meets our safety standards.
- ✓ Provide all customers who live in a high-rise block (over 18m) with a plan on how we will share information, get you involved in decision making and how we will keep your home safe.



## Our customers' experience

**To improve the experience of our customers and build better relationships.**



### **We will:**

- ✔ Seek feedback from you at key times of your journey with us. This will help us learn, improve and understand the experiences our customers have with the services we provide.
- ✔ Make it easy to make a complaint. We will work with you to resolve any problems and ensure all issues are resolved as quickly as possible to your satisfaction.
- ✔ Continue to make sure your Housing Management Provider is easy to contact to help you with any questions or issues you may have.
- ✔ Any customer is welcome to join our volunteer Customer Panel. This allows you to share your thoughts on the product and services we provide by periodically taking part in focused tasks.
- ✔ Use clear, simple language when communicating with you. This includes adapting our approach and offering additional support when needed to ensure our services are as inclusive and easy to use as possible.



# Customer satisfaction is important to us.

We welcome feedback from our customers at any point.

In addition, we conduct independent surveys at various points throughout your journey with us.

If you are not satisfied with any part of your new home, you can contact us at [customercare@landgah.com](mailto:customercare@landgah.com) or you can visit our website for more information.

[customercare@landgah.com](mailto:customercare@landgah.com)  
[landgah.com](http://landgah.com)

