

Working together charter

Our charter reflects our commitments to the National Housing Federation's Together with Tenants Charter, the CQC's Quality Statements, the Regulator for Social Housing's Consumer Standards, Southdown's Beacon framework and working in a psychologically informed way.



Relationships: We will treat you with fairness and respect in everything we do. We will work together with you as an individual and our relationship with you will be based on choice, honesty, and transparency.



Voice and influence: We value your opinions and will use your feedback to influence decisions. We want you to feel heard on matters that are important to you, and you can share your feedback without worry. We will learn from your feedback and keep you informed of the impact it has made.



Equality, diversity, and inclusion: We are committed to being inclusive and creating a sense of belonging and will support you to find ways to engage with us. We will make sure to hear from people from all backgrounds and experiences, recognising their strengths and potential. We will reach out to underrepresented groups through targeted communications and consultations.



Communication: We will provide timely, clear, easy-to-understand information about important matters, including your Southdown home and local community, the services we offer, how we're working to solve problems, how we are run, and our performance.



Accountability: We will work with you to review, scrutinise, and hold us accountable for the decisions that affect your services, and Southdown home.



Quality: You can expect your services, and Southdown home to be of good quality, well-maintained, safe, and well-managed.



When things go wrong: If something goes wrong, you will have simple ways to raise concerns, make complaints, and get help. We will be responsive and offer support and advice when needed.