

Customer Service Promises

Our commitments to you

When dealing with Origin's staff and contractors you can expect us to:

- Listen to you
- Communicate with you in the way that you want
- Be polite, friendly, respectful and understanding at all times
- Be well trained and know what we are talking about
- Deal with your query as quickly as possible
- Take personal responsibility to follow things up that are not dealt with straight away
- Keep you regularly informed about what is happening with an issue
- Keep our promises and do what we say we are going to do
- Be open and honest about what we are unable to do

When we fall down on the commitments that we have made, we want to know:

- If this happens please contact another member of staff or our Customer Services Team on 0800 040 7989 or enquiries@originhousing.org.uk We will make things right for you as soon as possible when you do this

Great homes,
positive people,
strong communities

origin  HOUSING