







# Our **GREAT** Communications Promise

**At Loreburn, we prioritise fostering open, respectful, and efficient communication in all our interactions.**

We understand the importance of clear and timely responses, which is why we've created our GREAT Communications Promise - a set of commitments designed to ensure that every interaction you have with us is seamless, respectful, and effective.

-  You can contact us with ease, in a way that works best for you.
-  We'll always treat you with respect and courtesy.
-  We'll aim to deal with your enquiry quickly and effectively on the first contact.
-  If there's something we're not able to do, we'll be courteous but clear about saying so.
-  If something goes wrong, we'll resolve things as quickly as possible, keeping you informed in a way that suits you.
-  If you need to complain, we'll aim to resolve this straight away wherever we can.

## Communication expectation guidelines

If we require additional information and cannot answer your query right away, we'll provide you with a timeframe so you're aware of when to expect a full reply.

Our goal is to get back to you within the following timescales:



## Telephone



We'll always answer your call as quickly as we can. If we happen to miss it, we'll aim to return your call on the same day or by the next working day at the latest. If you contact a member of staff directly during their absence, their out-of-office message will offer alternative contact details.

## Email



We aim to reply to all emails within two working days. This includes enquiries submitted through any of our website's online forms.

## Letter



If you send us a letter, we will get back to you within five working days. You can send all written correspondence to **Freepost LOREBURN HOUSING ASSOCIATION**.

## Social media



If you choose to reach out to us through social media, we aim to respond on the same working day. Our social media channels are actively monitored from Monday to Friday, between 09:00 and 17:00.

## Digital Assistant/Live Chat



Our Digital Assistant is ready to problem-solve and fact-find at any time of day. In case you can't find a direct answer using the Digital Assistant, you also have the option of contacting us via Live Chat. This enables you to engage in immediate direct messaging with a team member during business hours.

## Complaint response times






If your concern requires investigation, we will acknowledge it within three working days. We will also inform you of the expected timeline for resolution and a full response.

We will give you our decision at Stage 1 in five working days or less, unless there are exceptional circumstances.

If your complaint is escalated to Stage 2, we will give you a response as soon as possible within 20 working days.



## All of our communications will be...

-  **Clear**  
We'll use plain language that's jargon-free.
-  **Open & Honest**  
We'll be transparent and clear about what we can do.
-  **Professional**  
We'll provide accurate information delivered by knowledgeable staff.
-  **Respectful**  
We'll be considerate and courteous.
-  **Accessible**  
We'll make information available in alternative formats.

**Feel free to reach out, share your experience, or provide suggestions via any of the following methods:**

**Telephone** 

01387 321 300 for general enquiries or 01387 321 400 for repairs.

**Email & web** 

Email us via [customerservice@loreburn.org.uk](mailto:customerservice@loreburn.org.uk) or complete one of our [online forms](#).

**Social media**    

Get in touch via [Facebook](#), [Twitter](#) or [Instagram](#).

