







# Our **GREAT** Communications Promise

## **GREAT communication is the key to any relationship...**

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.

Our goal is to keep you informed every step of the way, making sure that you feel supported and connected. We'll provide a service that's personal and tailored to you - with timely updates, clear explanations, and a listening ear whenever you have questions or concerns.

Below, we've outlined the key principles of our Communications Promise, so you have a clear understanding of what you can expect from us:

-  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 need 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, you can send direct messages to us via live chat 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.

**Please feel free to contact us to share your experience, or provide suggestions, through 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](#).

