

## Our Customer Service Offer

**'First Choice Homes are committed to creating neighbourhoods where people want to live and are committed to providing excellent customer services to its Homeowners. If you live in a building or on an estate managed by First Choice Homes our goal is to deliver excellent services.'**

### We will

- Deal with enquiries in a friendly, helpful and courteous manner;
- Provide accurate and timely information;
- Protect your personal information and respect your confidentiality;
- Meet the obligations set out in your lease
- Value your comments and feedback about our services.
- Offer ways for you to be actively involved in setting service standards, and monitoring performance against those standards
- Consult with you before we carry out major work.
- Provide options to spread the cost of any large service charge over a period of time
- Treat everyone equally and not discriminate;
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### To help maintain communal areas and facilities we will

- Cut the grass regularly between March and October
- Keep paths clear of large amounts of grass clippings
- Keep hedges and planted areas tidy
- Prune trees when they need it
- Keep communal areas internally and externally clean and free from rubbish
- Carry out repairs in communal areas:

- 1. We aim to attend an Emergency Repair within 3 hours\***
- 2. We aim to attend an Urgent Repair within 3 days\***
- 3. We aim to complete a Non Urgent Repair within 10 or 35 days\***  
**\*(depending on the complexity of the repair)**

# Leaseholder Information Sheet No 1



- Ensure communal areas are adequately lit and that bulbs are replaced.
- Undertake regular inspections of works.
- Carry out health and safety risk assessments.
- Ensure that all FCHO staff carry identification.

## To help us help you, please

- Pay your service charge and ground rent on time
- Let us know when something needs repairing in the communal areas
- Let us know if you want to plant in the communal gardens
- Let us know before you carry out major work to your home
- Dispose of rubbish in the correct bin and seal general rubbish in sealed bags before placing it in the bin.
- Report Anti-Social Behaviour
- Respect your neighbours and their right to quiet and peaceful enjoyment of their home
- Tell us when we do something right and when we get it wrong