

Customer Commitment

Residents have told us that **Transparency, Value for money, Accountability, Quality of service and Good communication** are five of the most important elements of **Service Charge delivery***. Our **Customer Commitment** is framed with these values in mind.



Transparency

- Residents are kept informed about lead landscape contract tenders
- Site costs are transparent
- Our accounts are independently inspected



Value for money

- Beyond management costs, we offer tailored community events at each site, funded by the Land Trust's central budget
- We ensure best value in line with our procurement policy



Accountability

- We have a Customer Charter in place and are members of The Property Ombudsman
- Email and telephone enquiries are responded to within two working days and we aim to resolve enquiries within five working days**
- Once the site is fully built out, residents on Land Trust owned service charge sites have the ability to vote for the freehold and management of the site to be transferred to a third party on a five yearly basis (other conditions apply, see www.thelandtrust.org.uk/residents)



Quality of service

- Every site is inspected by our team at least once a month
- We offer clear payment options
- We carry out regular contract supervision
- We have a dedicated customer services team, including 24-hour emergency telephone access



Good communication

- Residents are invited to individual annual meetings at each site
- Drop-in surgeries are available on each site upon request
- We share a twice-yearly, site-specific residents' newsletter
- We have up to date maps of areas under management for each site available via the Land Trust website

*Survey carried out in August 2025 amongst residents across 14 Land Trust Residential Services Limited sites. The survey was carried out using Survey Monkey and was emailed to residents.

**This has been achieved in over 90% of responses since this commitment was put in place in April 2023.