



What can you expect when you contact us?

- We'll be friendly, polite and helpful
- A member of staff will take responsibility for your enquiry, and give you a timescale for it to be sorted
- We'll keep you up to date with progress of your enquiry
- We'll provide additional support where you need it – working with other agencies or making reasonable adjustments
- We won't make promises that we can't deliver

What do we expect from you?

- All the information and the access we need, to deal with your request in a timely manner
- Tell us if you need help or support with your tenancy
- Respect your home and observe the terms and conditions of your tenancy agreement

Our staff are entitled to be treated courteously and with respect. Violence or abuse towards staff is unacceptable. We will take appropriate action where we consider your behaviour to be unacceptable.

Reasonable adjustments

If you require assistance to use our service, we will do everything we reasonably can to assist, including the use of alternative formats (large print, braille or other languages), providing additional support or the use of an interpreter.

Timescales



General enquiries – within 5 working days

For **general** enquiries made over the phone, writing, via email, web message, or *MyAccount* we will respond to you within **5 working days**.

If we can't respond fully within 5 working days, we will contact you to provide an update, and a new timescale.

Urgent* enquiries – within 24 hours

For **urgent*** enquiries made over the phone, writing, via email, web message, or *MyAccount* we will respond to you within **24 hours**.

If we can't respond fully within 24 hours, we will contact you to provide an update, and a new timescale.

PLEASE NOTE: Our teams will always consider a tenant's individual circumstances, to treat those enquiries which need it, more urgently.

*What's classed as an 'urgent' enquiry?

An 'urgent enquiry' is any issue relating to you, your tenancy or home that could:

- lead to death/ injury/ seriously risk the health of you, your household, visitors or public
- cause extensive damage to your home or your belongings
- cause serious inconvenience to you/ your household/ other residents

Examples:

For you

- immediate safeguarding concern
- serious ASB incident – *after reporting to police*
- imminent homelessness
- overpayment of rent which leads to financial hardship

For your home

- Total loss of heating (winter months)
- Total loss of electric power (not caused by utility services)
- Structural collapse (walls/ roofs/ chimneys)/ collapsed floors or ceilings
- Blocked WC (when only one in home)
- Renewal of lock when door cannot be secured



Contact us

How can you contact us?

- Via '[My Account](#)' our Tenants Portal
- Email us at enquiry@edenha.org.uk
- Fill in our online form at www.edenha.org.uk
- Write to us at Blain House, Bridge Lane, Penrith CA11 8QU
- Ring us on 01768 861400

If contact is made via social media, we will respond to you privately using the contact details on your tenancy account.

EHA's Values

Teamwork – EHA colleagues & partners work as one team to deliver for tenants in a trusting and supportive environment

Integrity – Colleagues take responsibility, keep promises and do the right thing

Customer Experience – We aim to get it right first time and treat tenants with respect

Listen – We value all feedback especially from our tenants so that we can celebrate the good things and learn from and improve when we have not got it quite right

What if we don't deliver?

If you aren't happy with the service you receive, please let us know by contacting us as above. We need your feedback to monitor, maintain and improve quality of service we provide. You can view our [Complaints, Compliments and Feedback](#) standard on our website [HERE](#).