



# saha

Salvation Army Housing Association

*Transforming Lives*

## The Saha Offer

Following consultation with our residents in 2016, saha have redeveloped our Local Offers to create the Saha Offer reflecting what is most important to you!

We will offer a range of convenient and effective customer service options

We are open, transparent and keep you informed with clear communication.

When something goes wrong, we will apologise and put it right as soon as possible

Customers

We will continually improve the security and energy efficiency of our homes

We will offer choice and influence when changes and improvements are being made

We will work with customers to build pleasant and resilient communities

Homes

We will grow and innovate to meet the need of current and future customers

We seek efficiency and value for money from all we have and all we do

We promote aspiration and seek opportunities for customers, staff and the organisation

Business

Saha have agreed measures to ensure that we are meeting the saha offer, we will report these back each quarter in the saha news. If you would like to be involved in feeding back on the saha offer please contact us on 0800 970 6363