

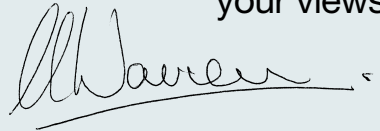
# Welcome to your new Tenant Handbook

به خیرہاتن خوش آمدید Bienvenue 歡迎 أهلاً وسهلاً  
Witamý BEM-VINDO Soo Dhowoow እንቋሶ ብደብን መጸእኩም خوش آمدید

West North West Homes is committed to providing an excellent housing service that really puts customers first. This handbook has been developed with our customers and staff to provide useful information that will help you enjoy your home.

The handbook explains our services: how to pay your rent, report repairs, live peacefully with your neighbours and access support. It also tells you about the standards of service you can expect. It is important to us that you, as valued customers, are involved in the shaping of our services. If you wish to get involved, have any suggestions about how we can improve our service and the information we provide, we will be pleased to hear from you.

West North West Homes is glad you have chosen to rent a property from us. We will do everything we can to ensure your tenancy with us is a long and happy one and look forward to hearing your views.



Claire Warren, Chief Executive



# Putting customers first

**West North West Homes has a set of core values which determine how we deliver our services to you.**

**These are:**

- to put the customer first
- to have integrity
- to be excellent
- to get it right first time
- to be a learning organisation
- to embrace equality and diversity
- to be innovative
- to be socially responsible and accountable
- to be a good employer.