

## Group Charter Mark success

### Becoming more than the sum of our parts

Great news, we have won the prestigious Charter Mark award across the whole group for all services.

As part of DCHA's reassessment, the award has been broadened to include PHA and Tor Homes.

The independent assessor commented: "DCHA has maintained a commitment to customer-focussed service delivery and continuous development and improvement of services. The expanded Devon & Cornwall Housing group meets the requirements of the Charter Mark standard."

They went on to comment on the:

- excellent staff attitudes,
- staff training in customer service
- significant customer service improvements over recent years
- commitment to sustainable communities and environmental awareness
- partnership working being a real strength within the group, with identified benefits to customers.

Overall they felt that one of the great things about our group structure is that each organisation can learn from the strong elements of the others, enabling us to be more than the sum of our parts.



CUSTOMER SERVICE EXCELLENCE

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