



Sparrow
Shared Ownership

How we work with you

Our Customer Charter



Our service

You are our priority.

We want to make sure the service you receive is the best it can be.

This Customer Charter outlines how we plan to work in partnership with you and your community. We put this charter at the heart of what we do and the service we deliver.

Our values

Our values come from our mission to provide you, our customers, with a great home that acts as a foundation for living, helping you on your journey through life.



Integrity

We will be honest and do the right thing. We will always try to give our customers what they want and if we can't, we will explain why.



Trust

We will work in partnership with our customers and base our relationship on transparency and accountability.



Excellence

We set high standards for ourselves, and we want our customers to hold us to that. When things go wrong we learn and improve, always working to give our customers the quality service they deserve.

Our customer commitments

- 1 Listening to you and offering choice
- 2 Keeping you safe
- 3 Being respectful
- 4 Taking accountability
- 5 Investigating and learning from complaints
- 6 Supporting you on your home ownership journey



1 Listening to you and offering choice

We'll listen carefully to anything you have to share with us and always set out the choices you have.

To do this, we'll:

- Always be there for you to ask questions and raise issues, even when we're asleep – through your Sparrow Customer Portal online account
- Give you lots of chances to provide feedback through customer satisfaction surveys, the Sparrow Customer Portal, our Customer Scrutiny Panel and related customer insight groups
- Offer documents in accessible formats including braille, large print and various languages
- Make sure we get feedback from a diverse range of our customers by using different contact methods
- Keep you updated on feedback from all of our customers and the changes we've made to improve the way we do things
- Where we can, offer you choices and options, making it as easy as possible to get what you want.



2 Keeping you safe

We'll make sure that the buildings and estates we own and manage are safe.

To do this, we'll:

- Make sure all of the buildings and estates we manage meet industry standards for health, safety and quality
- Communicate clearly with you on dealing with communal repairs and maintain communal spaces to a good standard
- Provide clear plans and actions so you know what to do in the event of a fire
- Provide advice on keeping your home free from damp and mould
- Carry out maintenance and safety testing in communal areas
- Support you with guidance on maintaining a safe home and meeting your obligations as a shared owner
- Provide emergency support 24 hours a day, every day of the year so you can report communal issues
- Fully investigate any reports relating to community safety
- Work in partnership with the police, local authorities and other partner agencies whenever needed
- And if your home is not in a building or on a estate we manage, we will work closely with anyone else providing these services and influence them, where we can, to meet the same standards.



3 Being respectful

We'll always treat you with respect.

To do this, we'll:

- Respond to any questions quickly and thoroughly
- Look to resolve issues as soon as possible, within our service level agreement requirements. If we need more time, we'll keep you updated
- Listen to you carefully to understand your needs
- Provide clear and accurate information to allow you to make informed decisions
- Be transparent and explain from the beginning what we can and can't do
- Let you know when things will be done and keep you updated if there are issues or changes
- Respect your privacy and never make judgements when discussing your finances or lifestyle
- Protect your personal data and information and let you know how we use it.



4

Taking accountability

We'll hold ourselves accountable and let you know how we perform.

To do this, we'll:

- Meet our targets for responding to you and fixing things:
 - Acknowledging receipt of your enquiry within 24 hours, and informing you of the next steps
 - Making emergency repairs within 24 hours
- Complete routine communal repairs within 20 working days
- Update you on our performance in our service areas and how we spend your money, including publishing our results in our Customer Annual Report
- Encourage a learning environment in our organisation, where we share openly when things go wrong, always looking to improve and showcase best practice
- Ask for honest feedback and use it to learn lessons and improve our services.



5

Investigating and learning from complaints

We'll deal with any complaints efficiently and fairly.

To do this, we'll:

- Give you an accessible complaints process with clear timelines
- Help you if you need assistance with making a complaint
- Provide independent investigations into your complaints
- Make decisions after considering your needs and feedback
- Resolve the matter as soon as possible
- Be accountable and apologise when we're at fault
- Stick to our word
- Learn from the things we get wrong to improve our services
- You can find our complaints policy, and other key policies, online at: sparrowsharedownership.co.uk/for-customers/help-advice



6

Supporting you on your homeownership journey

We'll give you the freedom to enjoy your home, but support you in whatever direction your journey takes you.

To do this, we'll:

- Encourage you to live independently and work with your neighbours to build a strong community
- Make the process of requesting our permission (for example, if you want to make an alteration to your home) as quick and easy as we can
- Put you in control if you want to move on and sell your property, allowing you to appoint your own agent and, where we can, not imposing any restrictions on you
- Clearly explain the process if you want to buy more shares in your property and make it as straightforward as possible
- Support you in understanding how to buy more shares in your home.



Sparrow
Shared Ownership

Contact us

myportal.sparrowso.co.uk
0204 524 5200

4th Floor,
241 Southwark Bridge Road
London, SE1 6FP

V1.0 09/05/2025