

CUSTOMER CHARTER



RIDGEWATER
HOMES



OUR CUSTOMER CHARTER

Your
journey
begins
here...

Our promise to you

We want your journey with us to be a positive and rewarding experience. Our customer is the most important person in our organisation.

We will:

- provide effective and timely responses to any issues or disputes within two business days.
- return your phone call within the same day wherever possible, with a 24-hour maximum response time.
- treat each customer with respect and patience and expect that this will be the way each member of our staff, suppliers and our sub-contractors are treated in return.
- ensure that a customer care representative is assigned to you throughout the building of your new house.
- introduce you to the building supervisor overseeing the construction of your new house.
- provide you with regular updates and progress reports during your build.
- welcome your feedback, either complimentary or critical. Call us on **1300 784 533** or email **info@ridgewaterhomes.com.au**.

OUR VISION

Our vision is to be recognised as a trustworthy building company that is valued and respected by our community.

OUR VALUES

* Knowledge * Integrity * Teamwork * Commitment * Honesty