



Our Objective

To ensure that our tenants and customers are the most satisfied in the region

Our Approach - The Erimus Customer Charter

When you contact us, our staff will always be welcoming, friendly and polite.

We will aim to cater for your individual needs.

We will be open, honest and will treat you fairly.

We will listen to what you tell us and make it easy for you to communicate with us.

We will respect your privacy and will offer you a private interview if you require it.

We will aim to resolve your enquiry the first time you tell us about it.

We will ensure all our customers or visitors receive the same high standard of service.

