

Help and Support

We are committed to providing a high-quality service to all residents. We aim to get things right first time, but we understand that sometimes things can go wrong. We are proud to maintain a consistently low level of complaints, supported by strong customer feedback and positive Trustpilot scores. If you are unhappy with any part of our service, we want to hear from you. Your feedback helps us put things right and improve the service we provide.

Aftercare and follow-up support

If something isn't quite right, for example, if a door or window that we have installed needs a small adjustment - we're here to help put it right quickly.

We can help with things like minor adjustments or snagging in a simple and straightforward way.

Our team will:

- Listen to your concern
- Arrange any follow-up work if needed
- Let you know what will happen next and when
- Keep you updated until everything is resolved

You can contact us for aftercare support:

- Phone: 0345 146 7023
- Email: homefulfilment@evander.com

If you're not happy with our service

A complaint is when you tell us you are not happy with the service you have received. It is easy to contact us if you have a concern or would like to make a complaint.

You can get in touch in the way that suits you best:

- Phone: 0345 155 7777 (Monday to Friday, 9am to 5pm, excluding bank holidays) - change telephone number for initial point of contact to be within the CX team.
- Email: wecare@evander.com
- Webchat: Available via our website
- Post:
Customer Care Team
Evander

1 Peachman Way
Broadland Business Park
Norwich
NR7 0WF

If you contact us, please include your full address and any reference number you have so we can help you more quickly.

If you would like someone else, such as a friend or family member, to contact us on your behalf, we can do this with your permission.

If you need this information in another format, or need support to raise a concern, please let us know and we will be happy to help.

What you can expect from us

When you raise a concern or complaint, we will:

- Make the process simple and easy
- Listen carefully and treat you with respect
- Deal with your concern fairly, politely and professionally
- Carry out a full and independent review
- Apologise and explain if we have made a mistake
- Put things right as quickly as we can

All concerns and complaints are logged, tracked and monitored to make sure they are handled properly and resolved as quickly as possible.

How we will handle your concern

All complaints are managed by our dedicated Customer Care Team, who are responsible for overseeing a fair and independent review and resolution.

Once we receive your concern, it will be assigned to a member of the team who will investigate it fully.

We will acknowledge your concern as quickly as possible and aim to provide a full response within 3 working days.

If we need more time to investigate, we will let you know and keep you updated.

Learning from your feedback

We take all feedback seriously. It helps us understand what we need to do better.

We use your feedback to:

- Improve our services and processes
- Provide additional training for our staff
- Prevent similar issues happening again

Our commitment to you

We are committed to delivering excellent customer service. If something goes wrong, we will take it seriously, act quickly, and do our best to put things right.