



# THE CORVIAS COMMITMENT

Your satisfaction is important to us. It's how we grade ourselves, an integral part of who we are as an organization. We know you have choices and we work hard to earn your trust, each day.

At the heart of our constant drive to satisfy residents: a series of commitments that set the standard for how we work on your behalf.

## **REACHING US MUST BE HASSLE FREE.**

When you have an issue, you don't need to spend time figuring out how to reach us. It needs to be easy, in whatever way works best for you.

That's why we have three different ways to let us know when you have a service need.

No matter what the issue is, our communications with you will be honest, straightforward and timely.

## **WHEN YOU NEED HELP, WE'RE ON IT.**

Our commitment is to respond to any resident request within 24 hours. \*

You will be promptly informed of any issues that delay completion of work or other action.

## **WE KEEP WORKING UNTIL YOU'RE SATISFIED.**

We continually strive to impress our customers with the quality and timeliness of our services in a pleasant and friendly manner.

Whether you just moved in or have a service need, we won't consider the job done until you sign off.

If you feel that your expectations have not been met, you have the right to contact our Community Managers, Operations Directors, Residential Communities Initiative (RCI) office, Housing Management Office (HMO), or corporate office.

## **WE GIVE BACK.**

Our role is to ensure a supportive, vibrant community for the residents who choose us. That means contributing to the community – from reinvesting back into community services and infrastructure to Corvias Foundation scholarships and grants that provide financial assistance to children and spouses of active-duty service members.

## **YOUR VOICE COUNTS.**

We want to hear if we met your needs. A week after moving in or placing a service request, residents receive a follow-up survey from Corvias.

Twice each year, we ask every resident a single, simple question: would you recommend Corvias? We hold ourselves accountable to these results.

We continually strive to be the best. Every opportunity, every action, every time.

Our most important commitment shows up in everything we do, each and every day: we value our residents and treat everyone with dignity, respect and professionalism. We're privileged to serve those who serve our country.

*\* For after hours, weekends, and holidays, response is 1 business day.*

**For more information or to speak with a Corvias representative, please contact:**

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