

# Umgijimi

The **EHB** Newsletter

Yakha likhaya  
lakho natsi.



## Dear Colleagues

The 3<sup>rd</sup> Thursday of every quarter (January, April, July, and October) is designated as “**Get to Know Your Customer Day**”, and this month it falls on the 20th of July. This day presents an opportunity for businesses to connect and engage with their customers, showing how much they are valued and appreciated. It’s also a day to remind ourselves of the importance of building strong relationships with those who trust and support our brand.

At **Eswatini Housing Board**, we know that our customers entrust us with an important responsibility: providing a safe, comfortable place to live. That’s why we’re committed to delivering the highest quality of customer service possible at all stages of the rental and home-buying experience. Here, we’ll discuss what this commitment looks like in practice and how it benefits our tenants and clients.

## Professional and Friendly Service

Our top priority is to provide professional and friendly services. Our customers should understand that we are here to serve their needs. They need to trust us to address any concerns promptly and to provide reliable solutions. Moreover, we’re here to help potential home buyers navigate the sometimes complex world of real estate and make their experience as seamless as possible. Friendly and respectful interactions with tenants and clients will create a positive customer service experience.

Happy  
**Get to Know  
Your Customers  
Day**

## Responsive Communication

We understand that communication is key to keeping our customers happy and satisfied. That's why we strive to maintain open lines of communication with our customers and make sure we are prompt in responding to their inquiries, concerns, and maintenance requests. To facilitate this, we offer multiple channels for communication to make it easy for customers to get in touch with us no matter what method they prefer, whether it's through phone, social media, email, or in-person interactions. We believe that by being accessible and responsive, we can create a better living experience for our customers and show that we are committed to their well-being.



## Customer Feedback

In order to improve our services and ensure satisfaction, we encourage our tenants to offer feedback. For this reason, we actively seek and consider tenant input through various channels such as online platforms, suggestion boxes, and meetings. By demonstrating a willingness to listen and implement changes based on feedback, we show our commitment to continuous improvement. Such efforts not only enhance our relationships with tenants but also create a healthier and more vibrant community for everyone.

By consistently implementing these customer service practices, EHB can demonstrate its commitment to providing excellent service and thus fostering a positive customer experience.

**Kind regards,  
The Lupahla Team**