



# **SERVICE STANDARD:**

## **Customer engagement**

### **WHENEVER OR HOWEVER YOU WANT TO CONTACT US, OR BECOME INVOLVED, WE WILL:**

- Treat your views and opinions with dignity and respect.
- Be polite, friendly, helpful and courteous.
- Treat all of the information you give us confidentially. We will not disclose it to others without your permission, unless we are required to do so by law.
- Provide a range of opportunities to allow you to get involved in a way that best suits you.
- Not discriminate against you on the basis of age, nationality, ethnic origin, disability, gender, marital status, religious belief or sexual orientation. This is supported by our membership of the Chartered Institute of Housing's Equality and Diversity Charter.

### **WHEN YOU HAVE BEEN CONTACTED BY OR INVOLVED WITH US, WE WILL:**

- Acknowledge your views and feedback, when you contact us, through 'Your Voice'.
- Use your views to inform discussion around service improvement throughout the business.
- Keep you updated of any changes to services, policies or procedures as a result of 'Your Voice' customer involvement [yourhousinggroup.co.uk/customers/customer-connect/your-voice](https://yourhousinggroup.co.uk/customers/customer-connect/your-voice).
- Share with you the insights and actions we are taking as a result of customer scrutiny activities [yourhousinggroup.co.uk](https://yourhousinggroup.co.uk).

### **HOW WILL WE MEASURE THIS?**

- Through the compliments and complaints we receive.
- Customer Annual 'Survey for Tenants and Residents' (STAR).
- Through our monthly service specific customer satisfaction surveys (e.g. repairs and maintenance and lettings).
- Through customer scrutiny using our Customer Scrutiny Inspectors.
- By complying with the Tenant Involvement and Empowerment standard as set by our Regulator.
- Through our Customer Engagement Key Performance Indicators.