

Customer Connect

Our offer to you

Through our **passion** for housing, more
people have a **safe** place to call **home**



Customer & Community Strategy

Our vision is ‘Through our passion for housing, more people will have a safe place to call home.’

We know, through listening to our customers, that having a safe place to call home is about more than bricks and mortar, it is also about feeling safe in the environment where they live, feeling secure and connected to their local community, and also feeling connected to us, as their landlord, so they can influence the services they receive and are able to access support when it's required.

As a housing provider we aspire to provide services that meet the expectations of our customers, and then also provide support to those customers who have a vulnerability and need help to enable them to have that safe place to call home.

It is really important to us that our objectives are easy to understand, and that you, our customers, are able to measure whether we meet our Service Standards.



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Getting the basics right

We know this is really important to customers, so we have a set of Service Standards that explain what our service offer is, and how long this might take, and what you can expect from us.

Our offer to you for each of our core areas of the business is detailed in our Service Standards. These are **ten standards** which explain what we will do for you and what we look to from you, in return. The areas covered include:

- | | |
|---|--|
|  Repairs and maintenance service |  Tenancy management |
|  Allocations and lettings |  Neighbourhood management |
|  Antisocial behaviour |  Customer engagement |
|  Hate crime |  Home ownership |
|  Customer feedback |  Domestic abuse |

You can read them all in full here - yourhousinggroup.co.uk/servicestandards

We also have **Customer Care Standards** that we ask all of our colleagues to adhere to – these are:

- When you call us, we will offer you the option to receive a call back if this is more convenient for you
- If the person who you need to speak to is not immediately available, they will call you back within two working days
- We will provide a digital service for those of you that prefer to access our services this way, and we will provide support to customers in order to access this
- We will treat you fairly and ensure that any information you give us is only used in compliance with the relevant data protection legislation
- We will provide a translator, signer, or information in another format such as audio, large print or braille as required
- We will communicate with you in your chosen language
- When you contact us by email, we will respond by email if appropriate, within two working days
- When you write to us by letter, we will respond within 10 working days.

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Listening to our customers

We will continue to ask all customers for their views.

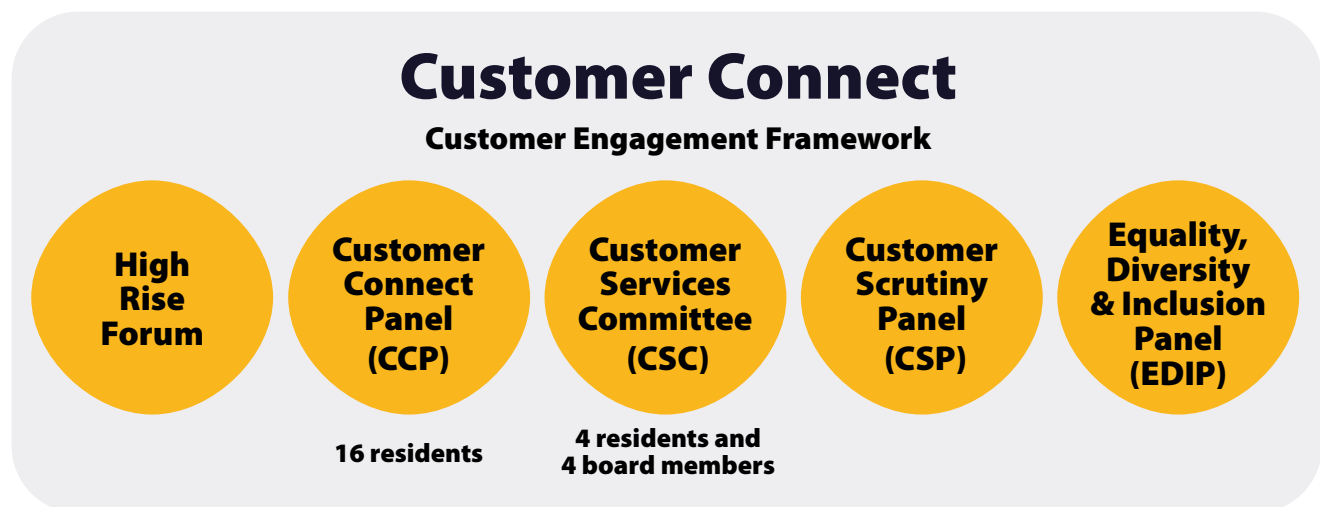
We will do this by:

- Using surveys following repairs, ASB, complaints and many other services
- Carrying out general perception surveys to seek customer views – we will often do this by phone
- Offering a feedback service, where customers can easily give feedback on the services they receive
- Reporting the results of your feedback on an annual basis to both the Regulator of Social Housing and our customer base via our newsletters.

Your Voice - Connecting and empowering you.

We will actively support and promote a range of ways for all customers to engage with us, both formally and informally. You can read all about these in our Customer Engagement Framework available here yourhousinggroup.co.uk/yourvoice

Currently, we have in place:



Customer Services Committee (CSC) is part of our governance arrangements and is chaired by a board member and includes both board members and customers.

Customer Connect Panel (CCP) is our overarching group chaired by a customer and there is a wide range of other panels who feed into the two above groups supported by our Customer Culture Assurance Group.

Customer Scrutiny Panel (CSP) Customers who review specific elements of our business and make recommendations for improvement.

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Customers and our communities

We work across a large number of local authority areas, in a range of different communities, and we recognise that these communities can be very different, and sometimes require a different service offer from us.

We will use our information about neighbourhoods to consider the additional resources needed in some areas and every year we will develop specific plans for the areas that need additional support. These plans would be tailored to each neighbourhood and could include a range of things, for example, local lettings policies, additional surgeries, or targeted impact days. We will also identify our role in your community and how we have tailored our services to meet the needs of the community.

We also want to make sure we have the right information about our customers, so that we can offer a tailored service where needed, including any reasonable adjustments. We offer a range of services to support our customers, including:

- **Welfare, Benefit & Debt Advice**
- **Tenancy Support**
- **Domestic Abuse Advisors.**

To enable us to do this, we will from time to time ask you questions about you and your household, including your contact preferences. We will use technology to improve our services to you, so that if your preference is to access our services digitally, we will enable you to do this.



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How we **measure**

Tenant Satisfaction Measures (TSMs)

We report on our Tenant Satisfaction Measures both annually and every three months (quarterly).

TSMs' were introduced by the Regulator for Social Housing (RSH) in 2023 as a way of reporting on registered landlords' performance. TSMs are exactly how they sound, they measure all the services and main aspects of how a social housing provider is performing, taking into account both the feedback of its residents and against its own performance expectations.

You can view our performance from our annual and quarterly TSM results here yourhousinggroup.co.uk/performance



Regulator of
Social Housing

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