

Customer Voice



Wellbeing Promise

Our commitment to customers extends far beyond bricks and mortar. To fulfil our vision creating of a better future, we recognise the need for a flexible service provision that ensures fair outcomes for all. We will endeavour to make reasonable adjustments to the way we deliver services to ensure they are accessible for all, regardless of individual characteristics or circumstances.

How we communicate with our customers and how we capture, store and use your data is paramount in ensuring transparency, accountability, and customer influence in shaping service delivery.

Therefore, we always promise to:

- Ensure the data we hold for our customers is up-to date. This may mean that we ask you if data we hold for you is accurate during any interaction we have with you (such as communication via telephone, email, text, or surveys).

- Ensure our colleagues treat you and your home with respect. Our colleagues will introduce themselves to you, provide photo identification and wear appropriate uniform.
- Arrange any appointments with you according to the requirements of our policy and procedures. This includes adding and monitoring customer profile information and tailoring our service offer to suit.
- Ensure our customer-facing policies and strategies will be stress tested through our involved customer group(s). This ensures our service offer is designed in collaboration with our customers.
- Review customer interactions where contact has not been made in a 12-month period. We carry out a wellness check to ensure there are no issues with you or your home.
- Make recommendations or referrals to support agencies when additional support needs are identified, with your permission and in-line with policies and processes.
- Use preferred communication methods where possible e.g. via email, in large print, verbal communications only or in alternative languages.
- Maintain confidentiality relating to any assessments we need to complete to understand your needs.
- Alter repairs appointments or other visits to properties, where possible, to meet customers' needs e.g. avoiding early morning appointments where customers must take medication or take children to school.
- Ensure any meeting venues that are used for consultations and meetings with customers are accessible e.g. complaints meetings or appeal hearings.
- Work to create a culture of openness and transparency in everything we do.

We are committed to providing quality products and services and will continue to monitor and review how we capture, process, and use information to enhance the customer experience, ensuring compliance with the expectations of the Regulatory Standards.