



# Customer Connect

**Our commitment to you**

**April 2023**

Creating more places for people to thrive  
and be recognised as a sector leading landlord.



Our **vision** at Your Housing Group is to create more places for people to thrive and ensure that our homes are safe and comfortable. We also strive to offer a respectful and fair customer experience, demonstrating care and honesty so that every contact you make with us is as easy as possible.

All our customers should be able to access the service they need, in the way they want to, at a time that suits them.



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# Our commitment to you

We want to ensure that we get things right first time so that every time you get in touch, it matters and makes a difference.



**When we do speak to you or hear from you, we want to make sure we do what's right for you and you receive the best possible customer service. This includes:**

- 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
- If you contact us via social media, we will respond within two working days, if appropriate.

We will be **regularly training all our colleagues** who work directly with you to ensure they all understand and respect our values, respect, and our customer offer

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# Our Service Standards

Our offer to you for each of our core areas of the business is detailed in our Service Standards.

These are nine 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

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Allocations and lettings

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Antisocial behaviour and hate crime

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Customer feedback

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Tenancy and neighbourhood management

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You can read them all in full here:

[www.yourhousinggroup.co.uk/customers/service-standards](http://www.yourhousinggroup.co.uk/customers/service-standards)

## Your View

We will continue to regularly ask all customers for your views on our services.

### We will do this by:

- Using surveys following repairs or other services
- Carrying out general perception surveys to seek customer views
- Offering a feedback service, where customers can easily give feedback on the services they receive
- Report 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 Policy** available here [www.yourhousinggroup.co.uk/yourvoice](http://www.yourhousinggroup.co.uk/yourvoice)

### Currently, we have in place:

#### **Customer Services Committee (CSC)**

Our **group of residents** who work with governance and decision makers.

#### **Customer Connect Panel (CCP)**

Our **group of residents** who oversee and influence how services are shaped for the communities we serve.

#### **Customer Scrutiny Panel (CSP)**

**Customers** who review specific elements of our business and make recommendations for improvement.

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# Tenant Satisfaction Measures (TSMs)

We are now required by the **Regulator of Social Housing** to report and publish key information known as the Tenant Satisfaction Measures (TSMs) which share how we are performing and how satisfied our customers are across a range of areas.

We will work with both the CSC and CCP to measure the TSMs, and link them to Service Standards too, where possible. Some of the measures will be captured naturally, however, in our annual **STAR (Survey for Tenants And Residents)** survey and by our performance information. We will report and publish on the measures illustrated on the next page (page 7).

And finally, we will continue to share our **Customer Annual Report** as well as an impact assessment to demonstrate how customers have worked with us to give their views, influence services, and approve policies.



# What are the TSMs?

## Overall satisfaction

1. Overall satisfaction with the service provided

## Keeping properties in good repair

2. Satisfaction with repairs
3. Satisfaction with time taken to complete most recent repair
4. Satisfaction that the home is well-maintained
5. Homes that do not meet the Decent Homes Standard
6. Repairs completed within target timescale

## Maintaining building safety

7. Satisfaction that the home is safe

## Safety checks

8. Gas safety checks
9. Fire safety checks
10. Asbestos safety checks
11. Water safety checks
12. Lift safety checks

## Respectful and helpful engagement

13. Satisfaction that the landlord listens to tenant views and acts upon them
14. Satisfaction that the landlord keeps tenants informed about things that matter to them
15. Agreement that the landlord treats tenants fairly and with respect

## Effective handling of complaints


16. Satisfaction with the landlord's approach to handling of complaints
17. Complaints relative to the size of the landlord
18. Complaints responded to within Complaint Handling Code timescales

## Responsible neighbourhood management

19. Satisfaction that the landlord keeps communal areas clean and well-maintained
20. Satisfaction that the landlord makes a positive contribution to neighbourhoods
21. Satisfaction with the landlord's approach to handling antisocial behaviour
22. Antisocial behaviour cases relative to the size of the landlord

## We'd love to hear from you:

 [YourVoice@yourhousinggroup.co.uk](mailto:YourVoice@yourhousinggroup.co.uk)

 [yourhousinggroup.co.uk](http://yourhousinggroup.co.uk)

 Your Response 0345 345 0272



## Need a translation?

需要翻译文本？

Czy potrzebują Państwo tłumaczenia?

تحتاج إلى ترجمة؟

ترجمے کی ضرورت ہے؟

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