

# Involvement and Empowerment Policy

## August 2024

### Version Control:

Version	Date	Author	Owner	Approver	Approved on	Next review	Comments
1.0	August 2023	Director of Property Management	Director of Property Management				
2.0	August 2024	Rachael Swales, Director of Property Management	Rachael Swales, Director of Property Management	Resi Customer Committee	24 September 2024	September 2026	Updated with review due



1. **Introduction**

Heylo Housing Group Limited (HHGL) is the parent company of the Group, which includes Heylo Housing Registered Provider Limited (HHRP) and a number of property owning investment vehicles (Pods) (collectively referred to in this policy as 'Heylo'). Heylo currently provides two different Shared Ownership products – Home Reach and Your Home.

All customer facing services to Heylo customers are provided by employees of ResiManagement, a separate, but commonly controlled company.

2. **Purpose**

This policy sets out Heylo's approach to involving and empowering customers.

3. **Legislative and regulatory framework**

The Transparency, Influence and Accountability (TIA) Standard sets out the requirements of registered providers in relation to engaging with tenants<sup>1</sup>:

Engagement with tenants

Registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered.

Information about landlord services

Registered Providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

Performance information

Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

The TIA expects registered providers to treat all tenants and prospective tenants with fairness and respect, and this is reflected in the delivery of all Heylo's services. This policy also ensures compliance with the Regulator of Social Housing's Code of Practice in relation to engagement with tenants.

4. **Accessibility**

Heylo aims to work with customers to drive higher levels of customer satisfaction, accountability and landlord performance, using a range of methods which are accessible to all customers.

Where a customer is unable to access a particular method of involvement, Heylo will make reasonable adjustments to enable them to access opportunities.

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<sup>1</sup> Throughout the consumer standards 'tenants' means tenants and other occupiers which includes licensees and shared owners.

## 5. Involvement and Empowerment

Customers can register their interest in being involved in Heylo's activities, or leave feedback about a service, by:

- Phone: 020 8124 1416
- E-mail: [info@heylohousing.com](mailto:info@heylohousing.com)
- Website: [www.heylohousing.com](http://www.heylohousing.com)

Other opportunities to get involved include:

### Complaints and Feedback

Customers are able to leave feedback about the services they have received. If a customer is dissatisfied with a service they can raise a complaint in line with Heylo's Complaints Policy, further information can be found on the website <https://heylohousing.com/make-a-complaint>.

### Satisfaction surveys

Heylo will conduct regular satisfaction surveys to seek feedback on the services provided. An annual perception survey against the Regulator of Social Housing's (RSH) Tenant Satisfaction Measures will be undertaken and the results of these fed back to Heylo's Board, the RSH and customers.

### Readers panel

Heylo actively seeks customers to join the Readers Panel to review materials such as Heylo's marketing and communications, enabling the customer voice to be heard.

### Regular Heylo Connect Live events

Heylo is committed to regular engagement with customers so that they are well informed and kept up to date on all matters relating to their home and lease. The events also allow customers to ask questions about services and give feedback.

### Environment Engagement Activities

In 2024 Heylo launched the opportunity for customers to get involved with local environment activities. Further details can be found on the Heylo website.

### Mystery shopping activities

Mystery shopping allows customers to help scrutinise how Heylo delivers its services.

### Customer subject matter experts

Heylo encourages customers who may have expertise in a particular subject relevant to the organisation to get in touch for further information and to become involved.

6. **Customer Committee**

Heylo Housing Registered Provider have a dedicated Customer Committee, made up entirely of Heylo Customers. This Committee is supported by members of the Executive of Resimanagement, meets quarterly, and reports to the HHRP Board. The Committee reviews strategy and policies, customer communications, performance and complaints.

7. **Reporting and Monitoring**

Tenant Satisfaction Measures, information on complaints, and service improvements following feedback will be published on the website, and reported to Board.

Key performance indicators to monitor performance against this policy include:

- Satisfaction that the landlord keeps tenants informed about the things that matter to them
- Satisfaction that the landlord listens to tenants views and acts upon them
- Satisfaction that the landlord treats tenants with fairness and respect

8. **Review**

We will review this Policy regularly to address regulatory, best practice or operational issues.

Policy approval date:	24 September 2024
Policy review date	24 September 2026
Lead team	Property Management
Level of authorisation required (for review):	ResiManagement Customer Committee