

Annual Customer Report

2024



heylo

An introduction from the Customer Committee

Hello!

This new Heylo Customer report has been written for - and influenced by – our customers.

As the Chair of the Customer Committee, I appreciate that Heylo have created a report that clearly sets out the work that they have been carrying out, as well as a snapshot of their performance for the past year, a recognition of the challenges faced and the areas where we, as customers, would look to see things done better or differently.

I moved into my Heylo role over the summer 2024 and my experience has been encouraging and positive thus far.

The Customer Committee is wholly formed of Heylo customers, from all parts of England and Wales where Heylo homes are based. The Committee was formed in January 2024 to provide a direct means through which Heylo customers' voice could be heard in relation to strategic and operational Heylo matters. We strive for the Committee to meet at least four times a year to consider all things that impact or inform Heylo's customers.

As a new Committee we have been given an insight into the Heylo business. After three meetings and a number of wider conversations, we can see how the Committee and our input is an important part of how Heylo operates

We have had some good debates about performance, reviewed, commented and made changes to policies and processes, considered complaints performance, and some had honest and challenging conversations on issues that impact Heylo's customers everyday life. For example stressful topics such as the cost of living crisis, rent increases, what impact this has on Heylo's customers and how we can seek to support those customers to mitigate those impacts.


I have personally met with the Executive team at Heylo, and the Chair of the Heylo Board, and over the coming months we will be looking to do even more work as a Committee alongside the Heylo Board, ensuring that the voice of the customer is heard across the business.

We want to hear from you. If you have feedback for us, ideas and suggestions, or things that you think we should consider and discuss as your Customer Committee, please let me know at customercommittee@heylohousing.com. We look forward to engaging with you and make being a Heylo customer better for us all.

Best Wishes,

Libby Johnston

Chair, Customer Committee



We have had some good debates about performance, reviewed, commented and made changes to policies and processes, considered complaints performance, and some had honest and challenging conversations on issues that impact Heylo's customers everyday life.

- Libby Johnston

An introduction from Andrew

Welcome to our first ever Annual Customer Report

As a business we have been growing considerably over recent years, and now with close to ten thousand homes spread across more than 800 developments, and around thirty thousand people living in a Heylo home, we are one of the largest providers of Shared Ownership homes and the sole national provider of Shared Ownership in the country.

This year, as well as growing the number of homes we offer, we have also been focusing on the services that we provide, and I am pleased to tell you in this report a bit more about our business, our performance this year, and our plans for the coming year.

Something that has always been really important to us is to listen to our customers. We have always put customers at the heart of how our business is run and this year we have launched our Customer Committee, to give our customers insight into our strategy and business operations and giving them the opportunity to influence both our strategy and business through a direct relationship with our Board.

We regularly seek your feedback from the day that you move into your new home. Importantly, we have carried out annual detailed satisfaction surveys, but this year we expanded that into the new Tenant Satisfaction Measures format issued by the Regulator of Social Housing. You can see more details on our results later. Our teams and our Board always analyse what you tell us – and this year was no different. There was plenty for us to be proud of in this survey, but also lots for us to listen to – areas where we know we can do better. Our next survey will be coming out this autumn, so let's see if what we are doing is working to make things better for you!

It is important for us to know what is important to you

Earlier this year we spoke to our colleagues, our Board and also to our Customer Committee about the shape of our Customer Strategy. We considered plenty of customer feedback in drafting this, and we started by saying this:

We will put our customers at the heart of the business, driving higher levels of satisfaction, providing a range of choice and opportunities to engage with us, and being transparent in our performance.

We recognise that as a Shared Ownership business, our customers have a home of their own, and some will be quite happy to have very little interaction with us. We will be there for when our customers do need us.

This second part is important. We know that as a provider of Shared Ownership homes, there will be many customers who want and need little more from us than the opportunity to own their own home. But we also know there are others that do need us, and my aim is that we are there for you when you ask.

As well as the new Customer Committee and Strategy, we have published a Customer Charter, improved our communications through our website and newsletters, and begun regular online events – Heylo Connect. We are keen to hear your feedback on what is important to you, and how we can shape our services going forward.

I'm incredibly proud of what we do at Heylo. This year we helped over 900 more families to buy a home of their own, to put down roots, to be part of a community, and to feel safe and secure. That goes to the heart of our purpose and our vision, and I want to continue to ensure that as our customers, you are at the heart of everything that we do

I hope you find this report useful and interesting. If there is more that you would like to see from us, please let us know.



Chief Executive Officer



Meet the team



Rachel Swales

Rachel heads up the teams that look after all property and customer services here at Heylo.



Richard Swann

Richard works in the Tenancy Management team and deals with all day to day issues and queries, including about leases, repairs and rents. Richard's team are also responsible for working with any customers that might be in arrears on their account.



Divya Shah

Divya leads our team that manages our contact centre, responding to many of our incoming call and webchats, as well as managing our response to complaints, and liaising with the Housing Ombudsman.



Lisa Atter

The safety and compliance of our homes is very important to us, and Lisa leads the team responsible for ensuring that we have up to date compliance information for all of our blocks of flats. This team work with close to one hundred managing agents across the country, and are also responsible for any service charges that are due as well as Heylo's building insurance arrangements.



Megan Crowther

When the time comes to buy more shares in a home, or sell and move on, our dedicated Resales and Staircasing team, led by Megan are on hand to guide customers right through the process.



Mel Toomey

Customers buying a new Home Reach Shared Ownership home will have started their journey with one of our housebuilder partners, and ably supported by our in house Sales team, led by Mel.



Agnieszka Skowronek

If it was a home bought with the Your Home scheme, then Agnieszka and her team will have been working with customers throughout the purchase process.



Tim Willcocks

Tim is a member of the Executive Committee at Heylo, with responsibility for Property Management, Customer Service and Public Sector Engagement. Tim also sits on the Board of Heylo Housing Registered Provider.

OUR YEAR IN NUMBERS - OCTOBER 2023 TO SEPTEMBER 2024

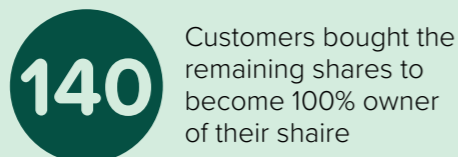
HOMES PROVIDED



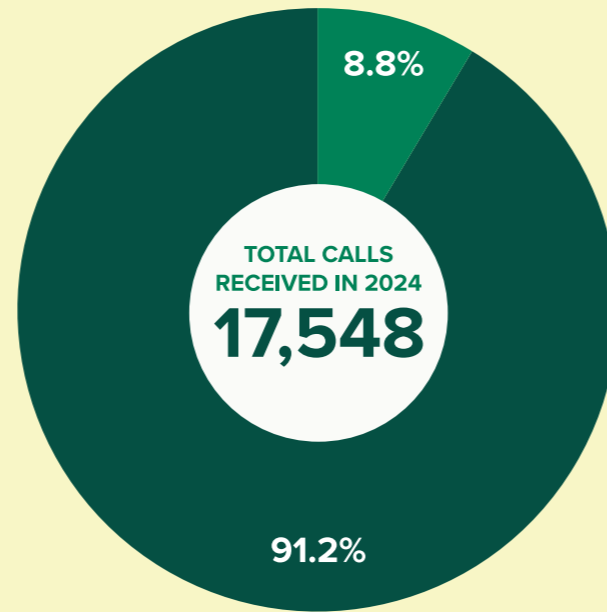
RESALES



STAIRCASING



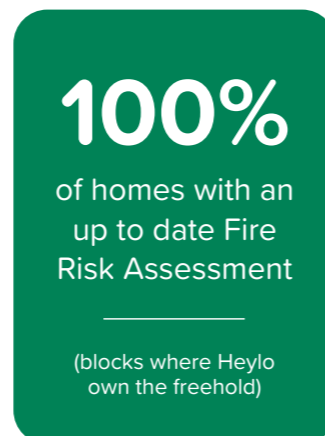
CUSTOMER CONTACT



■ Calls Not Answered ■ Calls Answered



LOOKING AFTER OUR HOMES



COMPLAINTS

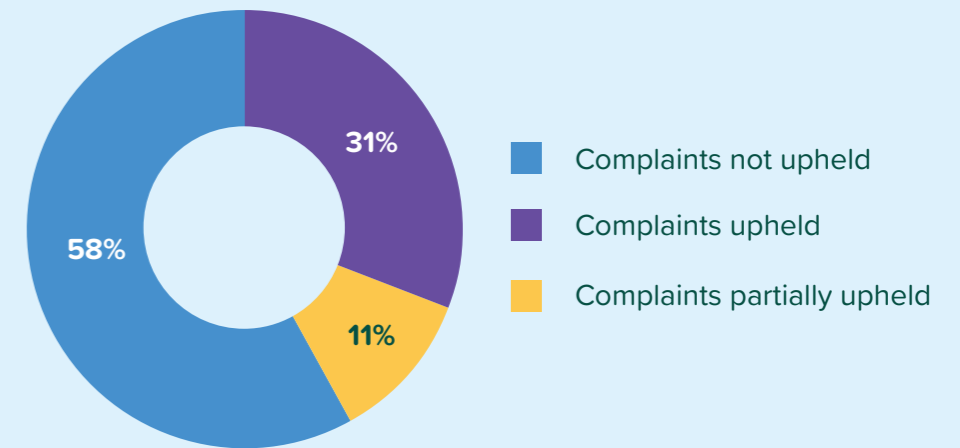
Stage 1 Complaints:



Stage 2 Complaints:



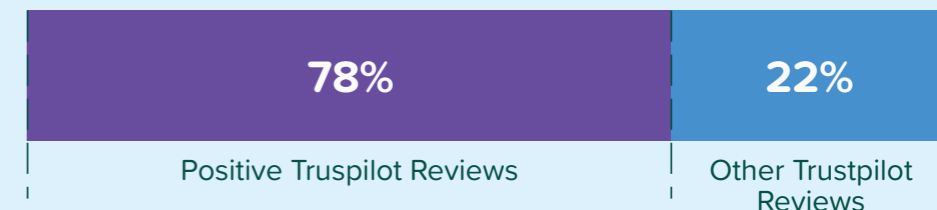
Complaints Upheld:



CUSTOMER SATISFICATION



Trustpilot reviews:



Tenant Satisfaction Measures

We're committed to delivering a great service to our residents, especially in areas you've told us are important to you. We're also committed to sharing our performance, good and not so good.

In April 2024, the Regulator of Social Housing introduced a new set of measures for all social housing landlords, like us, to report on each year. These are called Tenant Satisfaction Measures (TSMs), and they will tell you how well we're doing at providing quality homes and services. All providers have to complete the survey in the same way, so you will also be able to see how Heylo compares to others.

Heylo only provide homes for Shared Ownership. In collecting the TSM data, providers are required to record separately for Shared Ownership customers if they have more than 1,000 Shared Ownership homes. This provides a more useful direct comparison.

The TSMs include a 'headline' overall satisfaction figure, but in addition to this, are made up of 22 performance indicators.

The measures

The measures are split into two parts:

- 10 performance measures based on management performance information
- 12 tenant perception survey measures

These measures are broken down into the following five themes:

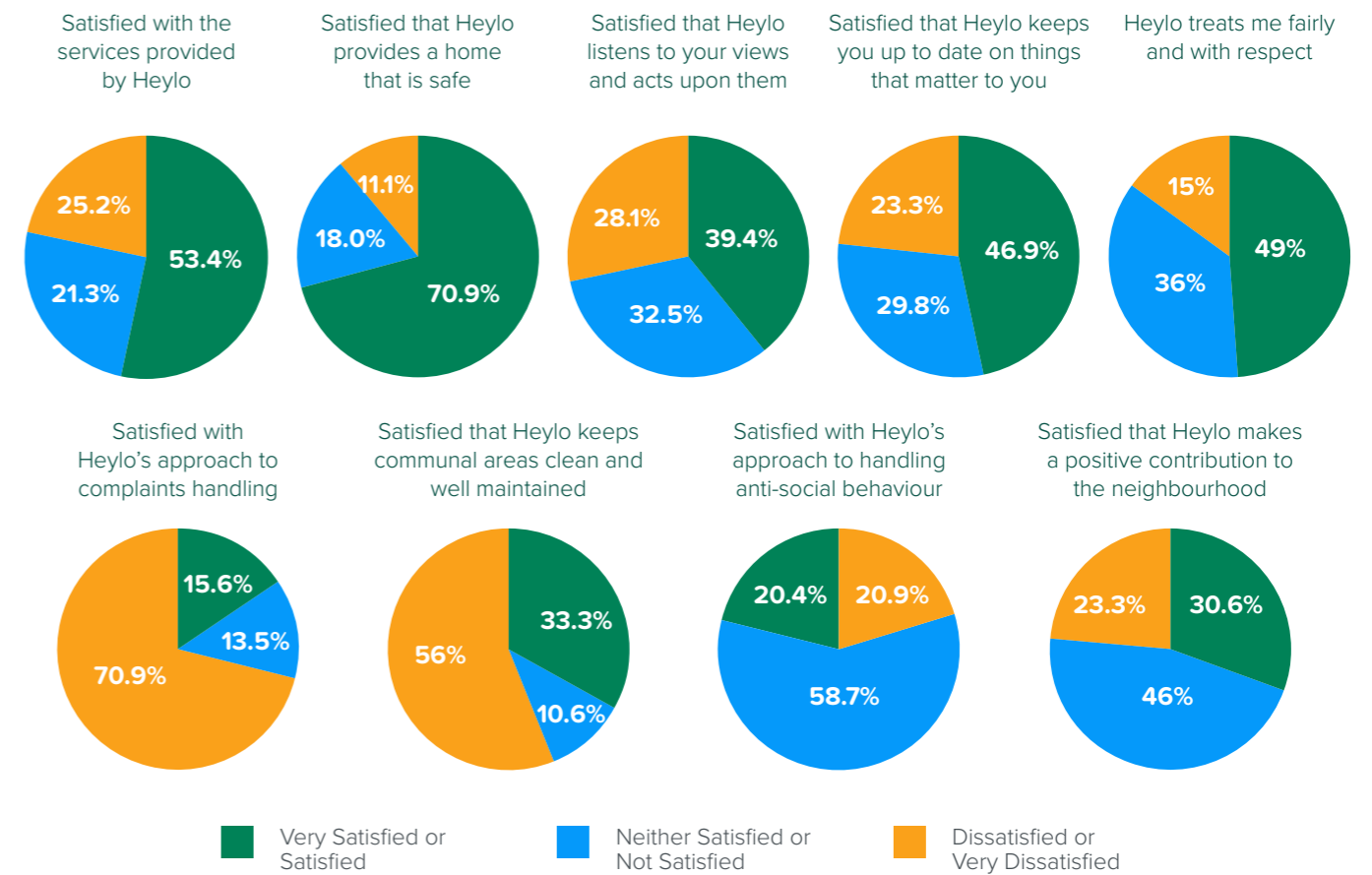
- Keeping homes in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective handling of complaints
- Responsible neighbourhood management

The 12 tenant perception survey measures are collected by us surveying our customers.

[You can see more details on the Tenant Satisfaction Measures, our approach to surveys, and lots more information about our performance on our website](#)

Our results for 2023/24

We issued 7,644 surveys, and had 832 responses



Number of anti-social behaviour cases opened per 1,000 homes	0.5
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.1
Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	13.4
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	73.7%
Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes	1.5
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	91.6%
Satisfied with Heylo's approach to complaints handling	15.6%
Proportion of homes for which all required gas safety checks have been carried out	100%
Proportion of homes for which all required fire risk assessments have been carried out	97.6%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	94.5%
Proportion of homes for which all required legionella risk assessments have been carried out	93.9%
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	87.7%

Customer Feedback, Complaints and Service Improvements

As our Customer Feedback and Complaints Policy says, it's important to us to know what our customers think. If we've got something wrong, we want to know, and do what we can to put it right. When things have gone well, we're equally keen to hear positive feedback. In both cases, we will share this with colleagues and managers, and learn and improve our services.

Heylo welcomes feedback in the form of both complaints and compliments as a means of improving services, developing staff decision-making and customer engagement, giving senior staff an insight into front-line operations, and improving our landlord and resident relationship.

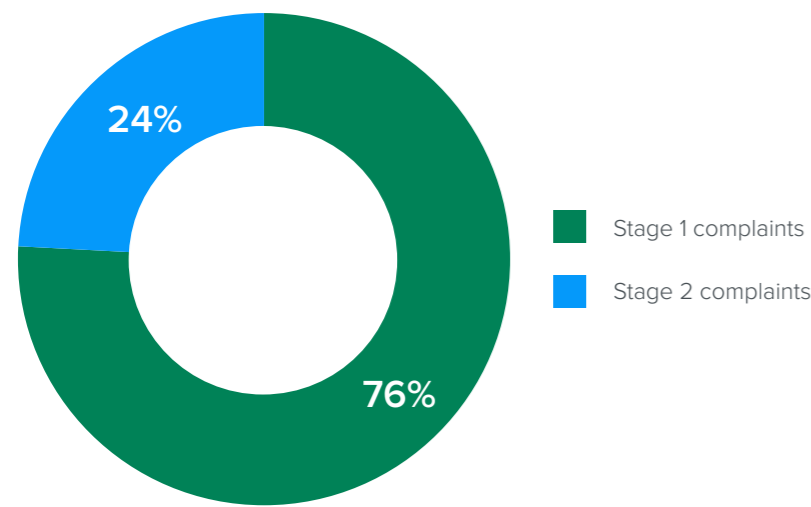
Shown below is some of the key data we have collected this year

Overview of Complaints for the year to September 2024

Between October 2023 and September 2024, a total of 120 complaints were received. In line with the Housing Ombudsman's Complaint Handling Code, a Stage 1 complaint is an initial complaint lodged. If the customer is dissatisfied with the response and outcome of the Stage 1 complaint, they may escalate the matter to a Stage 2 complaint. This will be reviewed and responded to by a senior member of staff, typically a member of the Executive Committee.

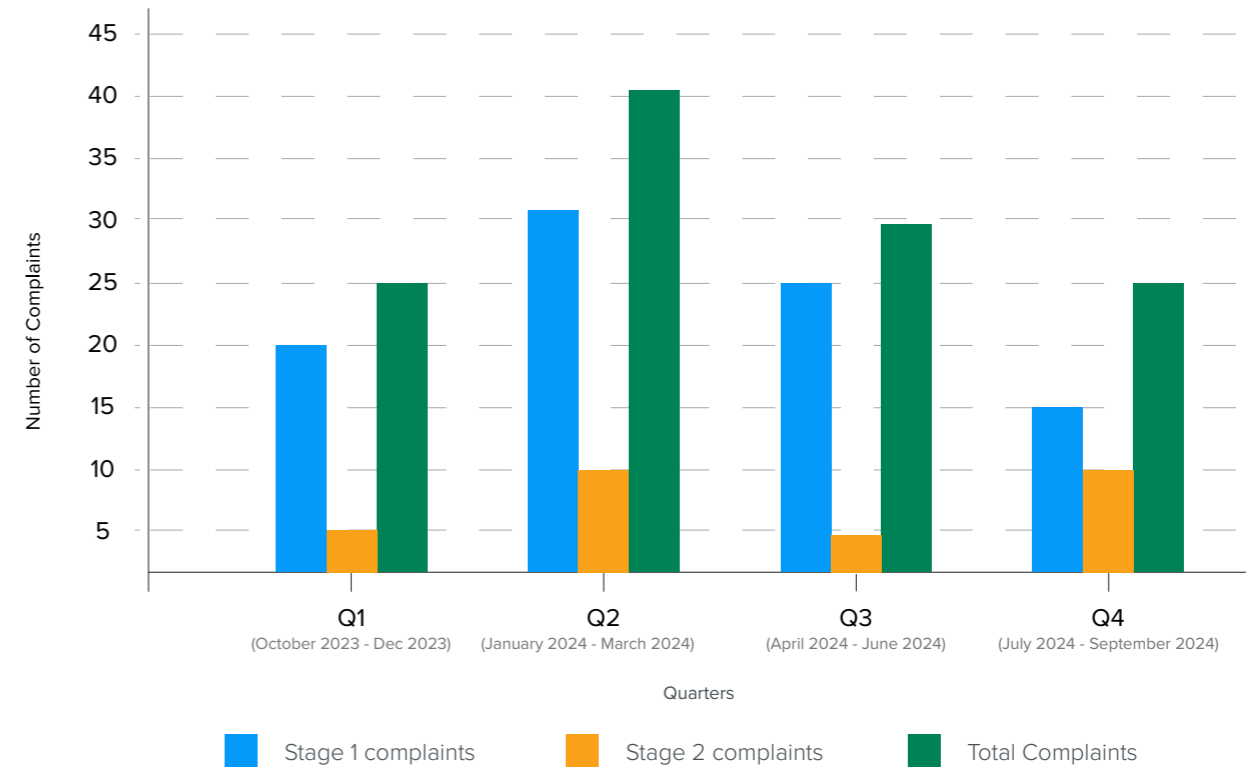
Stage 1 & 2 complaints

Total of 120 complaints between



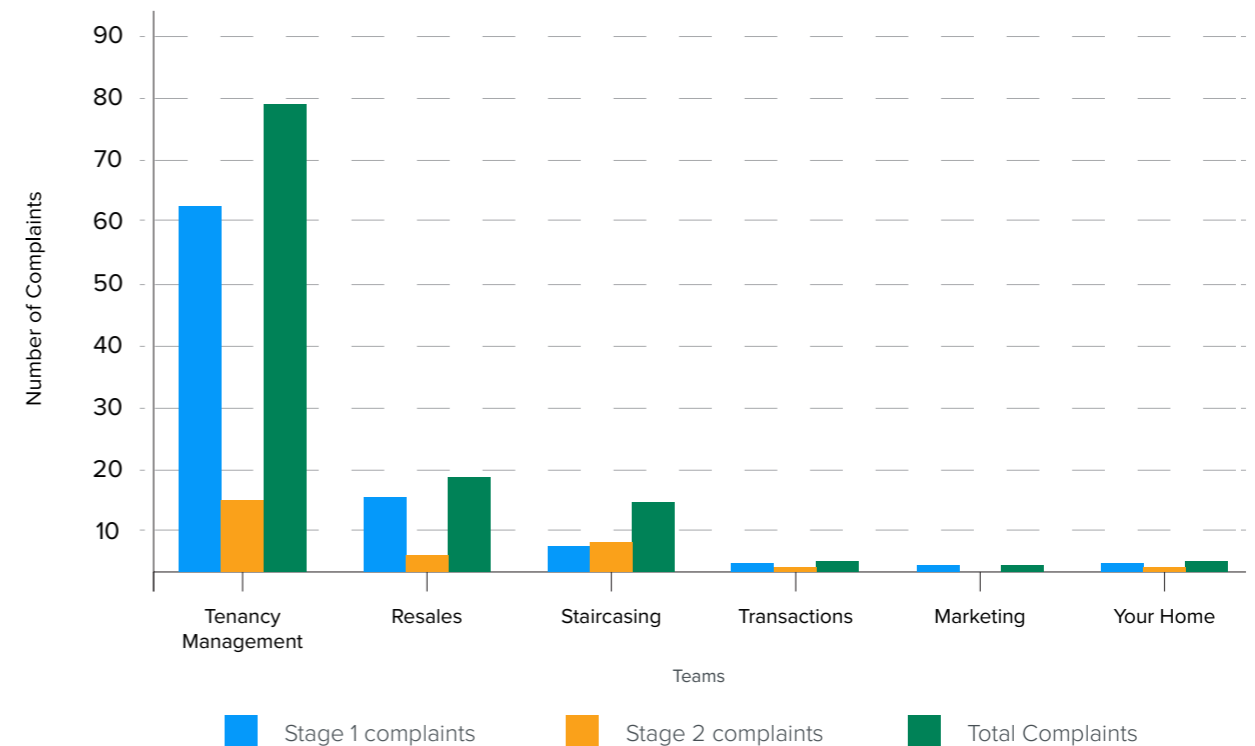
The following data provides an overview of our total complaints, categorised by various methods, including the number of complaints per team, per category, as well as their outcomes and the nature of the complaints.

Complaints by Quarter



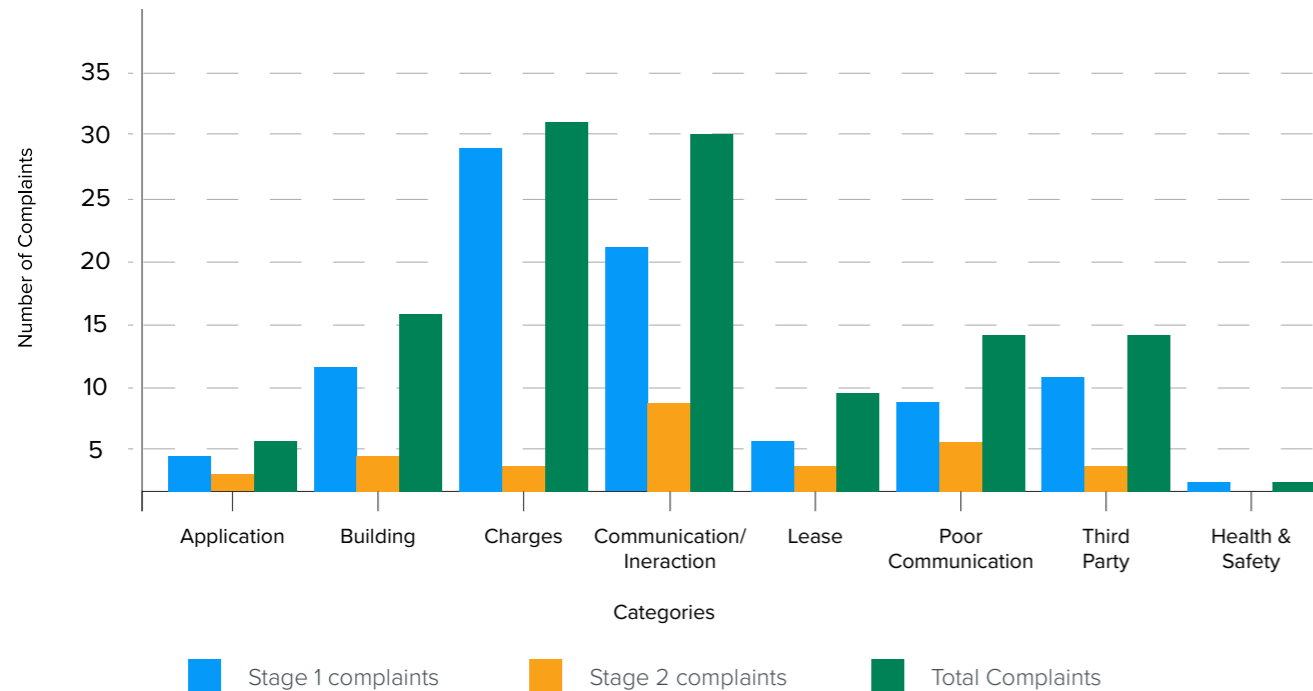
Complaints by Team

The majority of complaints were raised in regards to the Tenancy Management team, accounting for 65.83% of total complaints. The breakdown of complaints across different teams is as follows:



Complaints by Main Category

Complaints are categorised into specific areas of concern. The leading categories were related to Charges and Communication/Interaction with Heylo, each contributing 30 complaints (25% of total complaints). A detailed breakdown is provided below:

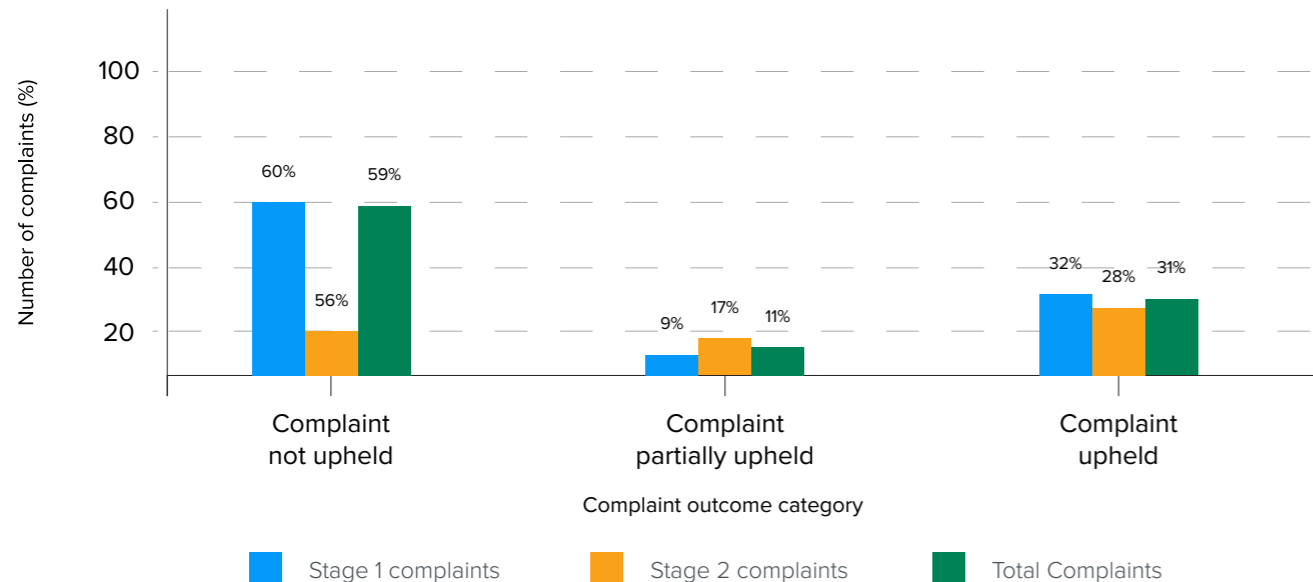


New Complaint Tracking System

In February 2024, a new complaints tracking system was implemented. As this system was introduced midway through the financial year, data such as outcomes, nature, and status of complaints are only available (in this reporting format) for 79 out of the 120 complaints. In future reporting periods, we will be able to provide comprehensive data for all complaints received.

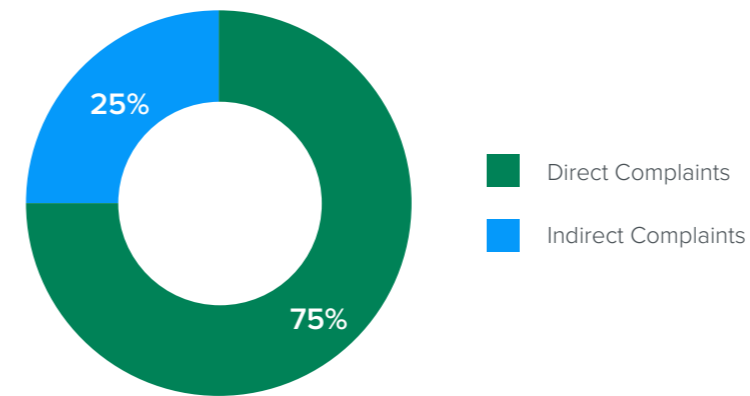
Complaints Outcomes (%)

The outcomes of the complaints are categorised into three outcomes: **Not Upheld**, **Partially Upheld**, and **Upheld**. The majority of complaints (59%) were **Not Upheld**, while 31% were **fully Upheld**.



Nature of Complaints

Complaints are further classified by whether they were Direct (specifically relating to Heylo and the service that we provider) or Indirect (usually relating to a third party over which we may have little or no control).



Lessons learned

As part of our new complaints tracking system and to improve our service to our customers, we have introduced a “Lessons Learned” section to be completed by the complaint handler following the closure of each complaint.

The purpose is to explore the reasons behind the complaint and to identify what Heylo has learned during the investigation process, ensuring that similar issues do not arise in the future.

Here are some examples of lessons learned from our complaints:

- **Raise defects with developers faster and escalate issues internally to aid for resolution**
- **Review issues raised to understand the cause before taking action**
- **Ensure customers are aware of additional payments such as service charges included in their monthly payments to Heylo**
- **Provide clearer information on who is responsible for manage communal areas in estates**
- **Ensure estate agents include all incentives on reservations to ensure all customers receive vouchers they are entitled to**
- **Ensure customer’s Direct Debit is always cancelled upon completion of a sale**
- **Ensure managing agents are proactive with informing us of completions taking place**

The key trends identified from our lessons learned highlighted the need to enhance our communication and processes with third parties, such as developers, managing agents and solicitors, to effectively address any issues that arise and clarify the responsibilities for their resolution.

Some lessons learned have focused on our internal processes and policies, exploring ways to improve them to provide the best possible service to our customers. This includes making procedures readily accessible and easy to follow.



“The team have been amazing – they were very helpful and understanding and we’re so happy with our new home.”

- Eleanor & Josh

What our customers say

Heylo have made our shared ownership transition very easy. They have been very helpful and kept us informed with every step. We would recommend them to anyone who is considering shared ownership.

- Mr & Mrs Wyles



Heylo have made our transition very easy and seamless, we are now enjoying our new house.

- Hayliegh Allese



Outstanding service from purchase to resale.

- Stella

I would have no hesitation in recommending the process to friends and family with Heylo.

- Katie

The staff at Heylo are incredibly friendly, approachable and knowledgeable. They really helped push the staircasing process despite external factors causing delays. They worked hard to call me back and keep me updated and worked around my availability. Honestly I wish more companies had staff like these.

- Alexander



What our customers say

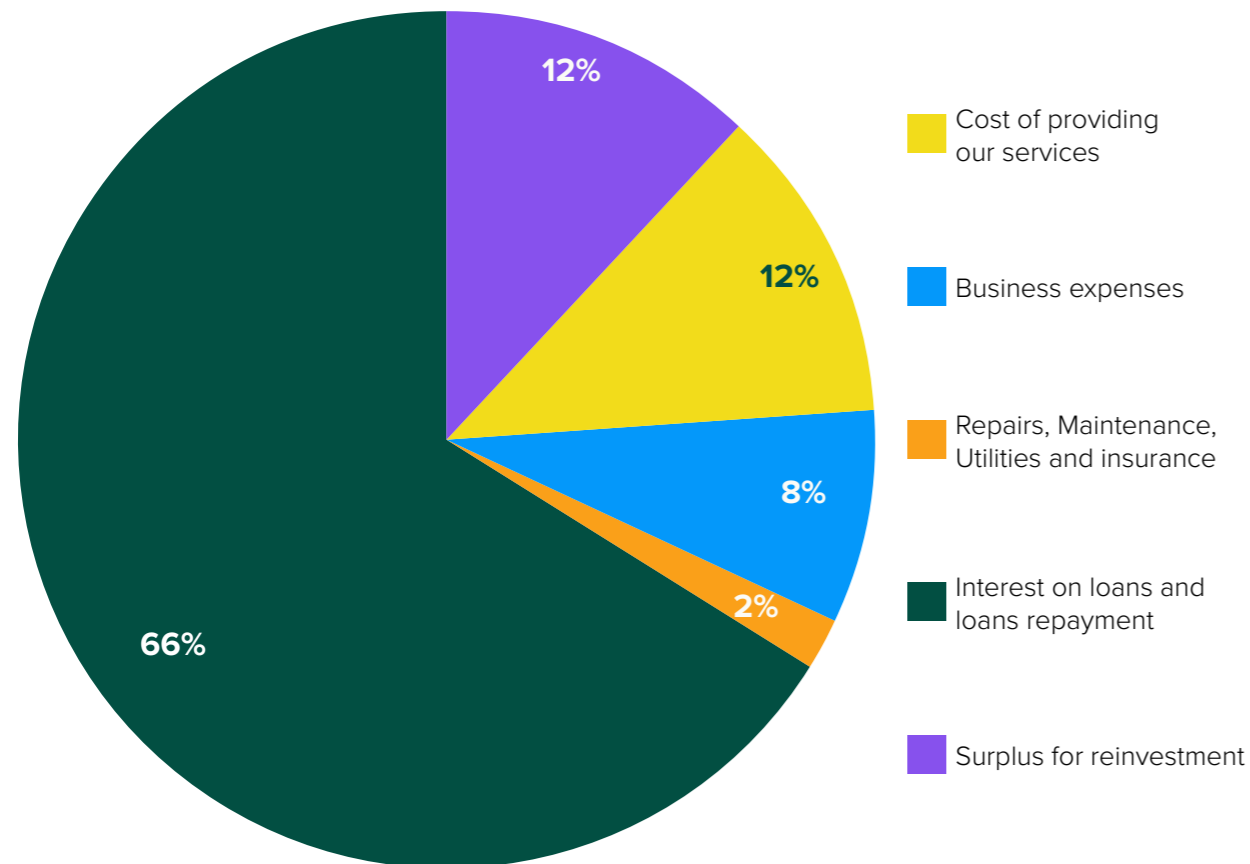
Since running the Heylo Community Survey earlier this year we have been following up on individual responses, prioritising customers who flagged an accessibility requirement or request. From this engagement, we have made two important updates to our services, and we continue to work on others:

1. We will be running disability awareness courses with our team members so all customer service teams are trained on the different types of disability that exist, and how we may need to adapt our approach when speaking to a customer with a disability.
2. For customers who flagged a preference to be telephoned in the first instance, but who may take more time to answer their phone, we have added flags to customer records with a note for the call operator to allow for a longer ring time when they make the outbound call.

We are now asking several questions of new Heylo customers before they move in, to ensure that we hold all necessary information. As the Heylo Customer Portal goes live over the coming months, you will be able to log in and update any information that we hold.

How our income is spent

We collected over £40mn in rental income this year, here is how we spend that money



New Heylo Customers



How Home Reach made Matthew's dream a reality

"The service was exceptional. The team made everything easy, and having been in the industry, I appreciated their professionalism and efficiency," says Matthew.

I always knew about Home Reach through work, but I never thought I'd actually use it. When I visited the site, we saw how Shared Ownership could fit our needs perfectly.



Being self-employed made getting a mortgage impossible - so we bought with Your Home

Speaking about their experience with Your Home, Josh adds, "The team have been amazing – they were very helpful and understanding and we're so happy with our new home. Even with a large deposit, it was looking impossible to buy due us both being self-employed, so it's fantastic we now have a house of our own."



From army bases to a base of his own

"After being in the house share, it feels great to have so many rooms! We actually got a kitten who completely rules the house. It feels like a home – I'm even working on the garden which is brand new project for me. The neighbours are sound too. It's a place to live."

Customer Committee

This year saw the establishment of our Customer Committee. Now a formal Committee within our corporate governance structure, the Customer Committee has delegations from and reports into our Heylo Housing Registered Provider (HHRP) Board. This Committee is made up entirely of Heylo Customers.

Having advertised for members early in 2024, we received over 100 expressions of interest and 35 substantive applications, further to which 7 customer committee members were appointed following interview. The Customer Committee Chair, Libby Johnston, was subsequently appointed in September.

Committee members come from differing parts of England and Wales, seeking to ensure representation from different geographic locations where Heylo operates but also a variety of experiences in terms of our housebuilder and sales processes

We also have a range of Committee members, Some customers live in flats, and some in houses, enabling different perspectives and experiences to inform the Committees considerations. You can see who sits on the Customer Committee on our website.

The Committee has met quarterly this year, each time ahead of the main HHRP Board meeting, so that it is able to feed into those HHRP discussions and provide feedback. The HHRP Board Chair meets with the Customer Committee chair also in advance of those meetings and there is dedicated time on the HHRP Board agenda to provide for feedback from and to the Customer Committee. Customer Committee members have also been invited to attend the HHRP Board, thus enabling an effective feedback loop to and from the Committee such that the members can ensure their voice is being heard in the HHRP Board determination.

Agenda items this year have included (amongst other things)	Performance data
Rent review proposals and feedback	Complaints and feedback
Customer Strategy and Charter	Current and future customer engagement activities

The Customer Committee gave feedback that customers should be able to communicate directly with them, so we responded by setting up a Customer Committee inbox. Any emails sent to customercommittee@heylohousing.com will be responded to by Heylo staff with the subject matter and summary of the email response being directly shared with the Committee, the Committee having the opportunity to review and consider wider strategic issues informed by these communications.

Heylo Connect Events



Responding to feedback that we had received from a number of customers as well as our Customer Committee, and considering the questions that we get asked the most, we sought to find a way to bring our customers and colleagues together to hear about the issues important to you, to provide information in an accessible and easy to digest format and to seek to answer those commonly asked questions.

Earlier this year we launched Heylo Connect, a live broadcast event that we host online. Our first event covered the Shared Ownership lease, rents and rights and responsibilities. Then just last month we talked through selling your shared ownership home, as well as complaints, how we deal with them, and common themes.

Look out for these events in the future, feel free to suggest your ideas on what you would like us to cover, and keep an eye on our website for recordings of previous events.

heylo
Connect

Wider customer engagement and how to get involved

In May, our Customer Committee and our Board reviewed and approved a range of customer engagement activities that we have now begun to roll out.

A new Local Sustainability Strategy has been developed to seek to enable Heylo to identify ways in which it can inform and influence local sustainability activities with the engagement and enablement of its residents. Six strategic pillars have been chosen which support and enable a wider Sustainability Strategy, aligned to the business corporate strategy. These pillars have also been developed according to the areas where Heylo has information and an ability to potentially act, such as in waste management, energy efficiency initiatives etc.

We have launched an initiative to identify and engage resident Subject Matter Experts (SMEs) who may be able to inform our activities in particular areas

We recognise that our customers are experts in the things that impact them and their homes but also will have professional expertise that they may wish to use for the benefit of their and other customers' homes. As such, we consider it appropriate to invite such customers to share their expertise with us, working with us to design solutions and take action. Our first recruit is a Sustainability SME, helping us with our Local Sustainability Strategy and other initiatives. We hope to develop and expand this approach, looking to establish resident SMEs in other areas, e.g. customer services, IT delivery, complaints, artificial intelligence, repairs/maintenance etc. as we may be developing those services and seeking the input of residents.

Mystery shopping is a well-established method of scrutinising services. Often companies will employ third party agencies with individuals trained in customer experience to carry out the mystery shopping activities. We would like to invite our residents to undertake these activities for us, being 'rewarded' for doing so through receiving vouchers for each activity (as with the SME role).

We have now established a Readers Panel of residents we call upon to review and test our communications to our customers

Every year we send a variety of communications to residents in letters, emails, leaflets, text messages and newsletters. We want to make sure the information we give to residents is clear and easy to understand. By consulting this readers panel, we ask customers to review written information before we send it out. They will be asked to look for any mistakes on jargon, deciding if our messages are clear and written in plain English.



We've got our first ever garden which is unbelievable to me. I love being outside in nature, and now I can relax in the comfort of my own garden and tend to my very own vegetable patch!

- Andrea Rowland
Your Home Customer

ESG/sustainability

This year, we have been focussing on engaging you as our customers on sustainability, to make sure that you have a say in our sustainability activities and that we are doing what we can to raise awareness amongst our customer base on sustainability topics. We have commenced a number of new initiatives but also built upon existing activities to embed how your views inform what we are doing on your behalf.

We have sought your input on sustainability generally as well as on specific planned sustainability activities via our annual customer survey, our Customer Committee, our Customer Sustainability Subject Matter Expert and the creation of our dedicated sustainability inbox through which you can raise suggestions and share experiences of sustainability activities. If you have an idea or feedback that you want to share or a question you want answering on sustainability, we would really love to hear from you and encourage you to get in touch on the phone, in writing or via email to sustainability@heylohousing.com.

You may have seen in our newsletter that we have also launched our sustainable living blog series to raise awareness about how you can reduce your environmental impact and your bills at the same time. If you're interested to find out more, why not head over to the Homeowner News section of our website? You can check out the guidance and tips that we have published there on using energy and water efficiently, reducing your waste production and how to support biodiversity in your outdoor spaces. Have an idea of a topic that you would like to see us cover next? Please reach out to let us know.

In addition to engaging our customers on the topic of sustainability, we are also keen to look for ways that we can work with you, the managing agents that manage your development and local authorities to improve the sustainability on our sites. To drive this forward, we have developed our Local Sustainability Strategy. This has started with our collecting and enhancing the data that we have on the sustainability of the blocks that we own and using this data to work with customers and our local partners to improve waste management processes on the sites where we can. So far, we have launched consultations with you in three of our freehold blocks, letting you know what waste managements there are in place but also how we and the local authority can support you to put in place more sustainable options. We've had really positive engagement on this, with some of you really keen to explore the options available and others confirming that the possible initiatives are not for them. We are listening to what you are telling us and are now looking to take forward activities locally to meet your preferences. We recognise that this may not enable us to respond to everything that you are asking, but we hope that by starting this conversation with you, we will enable you to take control of what matters to you most.

In the coming year, we will expand on this work and start using the sustainability data that we are collecting to identify sites with green spaces that we can work with local partners to enhance, to encourage the efficient use of energy in our owned blocks and to identify opportunities to improve the energy efficiency of our blocks

Do you have a sustainability idea that you would like to see implemented on your development? We would love to hear it so please do get in touch and we will see what we can do to work with the managing agent for your development. Please note that our ability to implement initiatives may be limited where we do not own the wider estate but we are always more than happy to do what we can to advocate for ideas on behalf of our customers and to support you to work with each other too.

Our sustainability activities don't stop there. We have developed our Sustainability Strategy Action Plan to put us on the path to reaching net zero. If you would like to know more about what we have in store, please head over to our website where you can read more in our Sustainability Strategy Action Plan and ESG Report.

Customer Strategy and Charter

This year saw the launch of a refreshed Heylo Strategy, and a key pillar within this is a new Customer Strategy. Here's what we have said in this part of the Strategy, informed by feedback from our Customer Committee:



Customer First

- Customer interaction - We will ensure that all interaction with our customers creates a positive experience. When customers need something from us, we will ensure that getting in touch is simple and straightforward, and that our responses are timely, transparent and answer the question.
- Performance and Satisfaction - We will improve our services and customer contacts, to drive sector leading levels of customer satisfaction.
- A sector leader - As we grow to become the largest provider of Shared Ownership homes in the country, we will use that scale to drive sector leading performance



Systems and Data

- Understanding our customers and our data - We will ensure that we know our customers and our properties, collecting and storing data that is useful in improving services, and using technology to provide more options and better services for customers.
- Developing our technology, systems and self service options - We will seek to use technology to continually improve our services to customers, understanding what they want from us, and offering options.



Communications

- Customer communication - We will ensure that all of our communication with customers is clear, simple and accessible to all.
- Information provision - We will ensure that customers can access information from us in a number of ways, ensuring we are transparent, and all information is accessible.



Customer Engagement

- Customer engagement and opportunity - We will ensure that our customers understand their relationship with Heylo, and have opportunity to engage with and influence us.

To find out more detail about our plans and the targets we are setting ourselves, visit our website at heylohousing.com.

One of the things that we committed to in this plan was to develop a Customer Charter, our commitment to ensuring a positive experience for all of our customers. We worked with our Customer Committee on an early draft, and taking on board their valuable feedback, we have now published this Charter on our website.

Our Commitments

Quality homes:

We aspire to provide safe, well-maintained and energy-efficient homes that meet or exceed industry standards.

Affordability:

Offering affordable housing options through Shared Ownership schemes, ensuring that our homes remain accessible to people who need Shared Ownership, with various income levels.

Customer service excellence:

We will provide friendly, professional, and responsive customer service at all times, treating every customer with respect, dignity, and fairness. We will continue to invest in the development and training of our colleagues.

Transparent communication:

We will provide clear, accessible and timely information on the issues that matter to our customers, including; information about their homes and the local community, how the organisation is working to address any problems, how the organisation is run and performance on key issues. We will communicate honestly and transparently, keeping customers informed about decisions that may affect them.

Accountability:

We will work in partnership with our customers to independently evaluate and hold us to account for the services that we provide.

Complaints handling:

We have a fair, transparent, and efficient complaints handling process, to seek to resolve issues promptly and effectively. Customers will receive timely advice and support when things go wrong.

Customer involvement:

We value the input and feedback of our customers and will actively encourage their participation in decision-making processes through our customer forums, the Customer Committee, tenant satisfaction surveys (TSMs), and consultations. We want every customer to feel listened to on the issues that matter to them.

Sustainability and environmental responsibility:

We will minimise our environmental impact by promoting sustainable practices, energy efficiency, and responsible waste management.

Equality and diversity:

We will demonstrate that we are an inclusive organisation by providing inclusive services that are accessible and responsive to the needs of all customers, regardless of background, ethnicity, gender, age, disability, or other protected characteristics.

Our plans for the coming year

Our priority for the coming year is to continue to improve our services, our customer satisfaction and our feedback.

A key measure for us will be to drive higher levels of satisfaction as evidenced through the Tenant Satisfaction Measures.

We will be looking to expand the opportunities for customers to provide feedback, with further 'in the moment' snap surveys.

We also want to significantly improve satisfaction with how we handle complaints, and we have been working hard on this part of our business.

We will be launching our new Customer Portal – My Heylo Home and looking to make this simple to use and helpful, making it easier to find answers to day to day questions.

We will continue to roll out opportunities for customer engagement.

heylo Together

Launching in 2025, Heylo Together is a brand-new initiative that will support our customers to make a real difference in their local community. Heylo customers will be able to nominate worthy community groups to receive funding for their ongoing work or for one-off costs, such as community events. Can't wait to get involved? Watch this space and we'll share more information, including the nomination process soon.

My Heylo Home

Coming soon to our website will be a new portal, where you will be able to log in to a secure area with lots of useful information.

This will include a copy of your lease and any building warranty documents that we hold on our files, your rent statement, and other helpful information about being a Heylo Shared Owner. There will also be an online payment facility should you need to make any payments to us.

We are currently beginning a phased roll out of this service, with our Customer Committee and Readers Panel members testing it and providing feedback. Over the coming weeks you will receive more details from us about how to log in.



One of the things that attracted me to Shared Ownership with Home Reach was knowing that I could buy more shares as and when I want to, so I'll definitely be staircasing when the time is right."

- Bee Lokkit



Get in touch:

We'd love to hear your feedback on all things Heylo, our first annual customer report, and anything else that you think we could provide information on.

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You can reach us at:

Phone:

Email:

Web:

-

If you would like to request this document in another format or language, please contact us using the contact details provided.

Heylo and Heylo Housing are trading names of Heylo Housing group Limited (registered in England and Wales with company number 11104403) and its subsidiary companies.

The Registered Office of each of the group companies is 6 Wellington Place, 4th Floor (Ref: CSU), Leeds, LS1 4AP