

Customer Charter



heylo

Our Promise

At Heylo Housing, we are dedicated to upholding the highest standards of customer service, affordability, and accountability. We will continually review and improve our practices to ensure that we meet the expectations outlined in this Customer Charter and fulfil our obligations under the Consumer Standards set by the Regulator of Social Housing.

Introduction

At Heylo Housing, we are committed to helping to provide high-quality, affordable homes and excellent services to all customers within the Heylo community.

This Customer Charter outlines our commitment to ensuring a positive experience for all customers, and to do so while meeting the Consumer Standards set by the Regulator of Social Housing.

Mission & Values

Our Purpose

Heylo helps aspiring homeowners and renters find a place to call home.



Our Mission

Passion for the highest quality service to more and more customers, dedication to working in partnership with housing suppliers successfully and commitment to acting with integrity.



Our Vision

To be a leading privately owned residential provider in the UK with a reputation as the most respected and customer-centric.



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.

How We Measure Our Performance



Customer satisfaction surveys:

We conduct regular surveys (including Trustpilot and other surveys) to assess customer satisfaction and gather feedback on our services, so we can identify areas for improvement and track progress over time.



Customer Feedback and Complaints handling metrics:

We monitor and report on key performance indicators related to complaints handling, including response times, resolution rates, and customer feedback. We learn from our customer feedback.



Property maintenance and repairs (where applicable):

We measure our performance in property maintenance and repairs through metrics such as response times, completion rates, and customer satisfaction with the quality of work performed by us or our managing agents.



Customer involvement and engagement:

We track levels of customer participation in decision-making processes and evaluate the effectiveness of our engagement initiatives. We report each year on how our customers have influenced our services.

We will regularly publish our performance data on our website and to report against this Charter to our Customer Committee, so that our customers can evaluate and scrutinise our performance.

Customer Stories



Phil Dragon

The Quarters - Redhill

“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.”

“I would absolutely recommend both Shared Ownership and Home Reach to anybody. Everything they did was perfect. I spent years on bases - now I have my very own!”



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

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