

# Involvement and Empowerment Policy

Version 2.1



## 1. Introduction

- 1.1 Heylo Housing Group Limited (HHGL) is the immediate parent company of the Group, which includes Heylo Housing Registered Provider Limited (HHRP). Also within the Group are a number of property owning investment vehicles (Pods) which are subsidiaries of HHGL, with HH No. 7 Ltd being a direct subsidiary of HHRP. This policy covers all Group entities, (collectively referred to in this policy as 'Heylo'). The Heylo Group's purpose is to help aspiring homeowners and renters find a place to call home, provide home ownership solutions across England. Heylo currently provides three different Shared Ownership products – Home Reach, Home Reach Flex and Your Home.
- 1.2 All customer facing services to Heylo customers are provided by employees of ResiManagement, a separate, but commonly controlled company.

## 2. Purpose

- 2.1 The purpose of this policy sets out Heylo's approach to involving and empowering customers.

## 3. Legislative and regulatory framework

- 3.1 The Transparency, Influence and Accountability (TIA) Standard sets out the requirements of registered providers in relation to engaging with tenants:

## 4. Engagement with tenants

- 4.1 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.

## 5. Information about landlord services

- 5.1 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.

## 6. Performance information

- 6.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.
- 6.2 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.

## 7. Accessibility

- 7.1 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.

- 7.2 Where a customer is unable to access a particular method of involvement, Heylo will make reasonable adjustments to enable them to access opportunities.
- 7.3 Throughout the consumer standards 'tenants' means tenants and other occupiers which includes licensees and shared owners.

## 8. Involvement and Empowerment

- 8.1 Customers can register their interest in being involved in Heylo's activities, or leave feedback about a service, by:
- (a) Phone: 020 8124 1416
  - (b) E-mail: [info@heylohousing.com](mailto:info@heylohousing.com)
  - (c) Website: [www.heylohousing.com](http://www.heylohousing.com)

## 9. Other opportunities to get involved include:

- 9.1 Complaints and Feedback
- (d) 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>.
- 9.2 Satisfaction surveys
- (e) 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.
- 9.3 Readers panel
- (f) 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.
- 9.4 Regular Heylo Connect Live events
- (g) 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.
- 9.5 Environment Engagement Activities
- (h) In 2024 Heylo launched the opportunity for customers to get involved with local environment activities. Further details can be found on the Heylo website.
- 9.6 Mystery shopping activities
- (i) Mystery shopping allows customers to help scrutinise how Heylo delivers its services.

9.7 Customer subject matter experts

- (j) 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.

## 10. Reporting and Monitoring

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

10.2 Key performance indicators to monitor performance against this policy include:

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

## 11. Review

11.1 The Property Management Team will review this Policy every two years to address regulatory, best practice or operational issues.

# Version Control

Version	Date	Author	Verifier	Comments
1.0				Policy established
2.0	August 2024	Director of Property Management	Customer Committee	Policy reviewed
2.1	July 2025	Governance Manager	HHRP & HHGL Boards	Adoption of standard format and standard introductory wording
Next review due: August 2026				



Heylo Housing  
Level 6, Design Centre East  
Chelsea Harbour  
London, SW10 0XF

0203 744 0415

info@heylohousing.com

heylohousing.com

If you require this email in another  
format or language, please let us  
know and we'll do our best to  
accommodate your needs.

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

HHRP is a private limited company (Companies House Number 06573772) and is a for profit Registered Provider (registration number 4668) regulated by the Regulator of Social Housing.

HHRP Registered Office:  
6 Wellington Place, 4th Floor (Ref: CSU), Leeds, LS1 4A

© All information in this document is copyright of Heylo Housing Group Limited. Information is correct at time of publication.

heylo