



home  
group



# How we work

Customer guide

[www.homegroup.org.uk](http://www.homegroup.org.uk)

# How we work

We always aim to provide the best possible experience to you. Our customer promise and customer service standards set out how we will do this.

## Our customer promise

**A decent home** – A home which meets the 'Home Standard'.

**Value for money** – Clear understanding of cost of service and ability to scrutinise and influence budgetary spend.

**A safe place to live** – Ensure customers understand and comply with their tenancy agreements – including tackling anti-social behaviour.

**A choice of products and services** – Help with how to obtain other services.

**Reliable services** – Good and quick repairs service. Good complaints service. 'One stop shop' for enquiries.

**Clear information and opportunities to influence** – Clear accessible information through a number of dedicated channels. Various ways to get involved.

**People who care** – "Do what you say you'll do".

## Customer service standards

### We will:

- provide you with a convenient appointment time for repairs
- respond to letters and emails within five working days
- tackle anti-social behaviour quickly and effectively
- work with you to improve your neighbourhood
- provide a range of accessible opportunities for you to get involved in improving our services

### Colleagues will:

- be prompt and helpful in all their communications with you
- have access to up to date information and listen to your needs
- display identity cards or name badges at all times
- answer your call, letter, email or face-to-face enquiry effectively, sensitively and within a timescale that meets your requirements
- offer appointments for home visits



**Performance standards are set and monitored in all areas of service delivery including:**

- repairs and maintenance
- rent or service charge management
- allocations and lettings
- tackling anti-social behaviour
- making complaints

## Equality and diversity

We recognise that customers are individuals and have different needs. We aim to deliver an excellent customer service and this means listening to and understanding your needs and ensuring equal access to our homes and services.

We will treat you with respect, equally and fairly. We will promote best practice in all areas of equality and diversity and will contribute to the elimination of discrimination and take steps to redress its negative effects.

We want to make sure our services reflect the diversity of the communities we work in. Please let us know if you feel any of our policies are unfair.

We want you to have a strong voice in what we do and will provide opportunities for you to get involved in a way which suits you best.

### **To achieve this we ensure that:**

- We challenge discrimination, address disadvantage and take positive action.
- Through the committed leadership of our Board and Executive equality and diversity is an integral part of our business.
- We appreciate, value and understand our customers' needs and through involving you, we improve our services.
- We value the diversity of our colleagues and we will make sure they are equipped with the skills to deliver on our promises.

- Together, we use our talent and experiences to make a real difference to our customers and the neighbourhoods in which we work.
- We openly communicate in a clear and effective way to become a more inclusive organisation.
- We ensure that equality and diversity is everyone's responsibility.

Please contact us if you would like a copy of our equality and diversity policy, strategy or action plan.

## Getting involved

- Involving our customers is at the heart of everything we do. We use your feedback to help improve our services which means you really can make a difference.
- Our customer promise sets out the service you can expect from us. We want you to get involved to monitor our performance against our customer promise – making sure we do what we say we're going to do.
- Your views are important to us, and if there's a service that needs improving we'll listen to your ideas and do what we can to improve it.
- Involving you gives us a better understanding of how we're doing, what you need now and what you may need in the future.



## Working together

Our customer board members and customer forum monitor our performance and scrutinise our services to ensure we're delivering our customer promise. We understand our customers have busy lives so we offer a variety of ways for you to get involved including:

**Viewpoint teams** – Groups of customers who monitor and scrutinise our performance, carry out customer promise assessments in our neighbourhoods, help develop locally-tailored services and influence regional and national service improvements.

**Online community** – Chat online to other customers about what matters to you most, answer questions, polls and surveys and share your experience of being a Home Group customer.

**Keep It Short and Simple Group (KISS)** – KISS groups help us by making sure our communications are clear, relevant and easy to understand.





## Complaints

### **Independent complaints panel**

– Trained and independent customers who review and make recommendations to Home Group to resolve complaints which have exhausted our internal complaints process.

**Complaints scrutiny panel** – Customers review complaints and outcomes to scrutinise how well we're meeting our regulatory requirements for complaints set out by the Homes and Communities Agency and Scottish Social Housing Charter.

## Equality and Diversity

Our human library is a national group of customers who identify with a particular diversity group (for example, gay people, transgender people, people who practice different religions etc.) and who are willing to travel and speak to others about their lives and share their experiences at life swap sessions, diversity meetings and events.

## Tenants' and residents' associations

Local groups who meet to discuss issues and come up with ideas to improve their local community.

## Colleagues

Help us to find the right person for the job by supporting us with the recruitment of new colleagues.

## Customer Board Member

We have two customers on the Home Group Board. They have full voting rights and bring a customer perspective to the Board ensuring the needs of customers are always on the agenda.

We will provide support, training and assistance to anybody who'd like to get involved.

Customers tell us that when they get involved they benefit in many ways, including the chance to:

- meet other people
- understand other people's problems
- really influence the quality of your community
- know your neighbours better
- get the best value for your rent
- provide the best environment for your family
- learn new skills and develop existing ones
- feel that you are making a real difference
- learn more about Home Group and the wide and interesting work we do

We appreciate customers give up their time to help improve our services and we have a customer expenses policy to ensure you're not out of pocket while doing so.

### **Discover more**

[www.homegroup.org.uk/getinvolved](http://www.homegroup.org.uk/getinvolved)

# Contact us

There are many ways to find answers to your queries, report repairs and make the most of being a Home Group customer.



## Download the Home Group app

The best way to report non-emergency repairs. Search for Home Group in your app store.



## Website

Visit us online to view your rent statement, make a payment, view and update your personal details, or use live chat to report a repair.

[www.homegroup.org.uk](http://www.homegroup.org.uk)

## Call us on 0345 141 4663

To report a repair, make a payment, or to make any other enquiries.

## Let's get social

