

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name: Customer Engagement Policy

This policy was created to:

Help Honeycomb Group work closely with our customers, making sure they have a say in how we run services and make decisions. We want customers to feel heard, valued, and involved in improving what we do.

What this policy covers

- How we involve customers in shaping our services.
- The different ways customers can give feedback or take part.
- How we will listen and respond to customer views.
- How we keep customers informed and included.
- How we make sure everyone is treated fairly.

Our goals

- Make sure customers can easily get involved.
- Use customer feedback to improve our services.
- Be open and honest about our performance.
- Build strong, respectful relationships with customers.
- Understand the different needs of our customers and respond accordingly.

Key terms

- **Customer voice:** What our customers think and feel about our services.
- **Engagement:** How we communicate and work together with our customers.
- **TSMs (Tenant Satisfaction Measures):** Government-required ways of measuring how happy tenants are.
- **Scrutiny:** Customers reviewing and helping us improve services.

Our approach

We offer many ways for customers to get involved, including:

- Face-to-face or virtual meetings.
- Local neighbourhood events and activities.
- Surveys and online feedback.
- Customer panels and committees that help make decisions.
- Regular newsletters and updates.

We:

- Ask for feedback after services like repairs.
- Run yearly satisfaction surveys.
- Share important changes and updates clearly.
- Use your views to shape our policies and services.

Legal compliance

- Government rules for social landlords.
- The Tenant Satisfaction Measures set by the Regulator of Social Housing.
- The Equality and Diversity Policy – to treat everyone fairly and with respect.
- All laws around data protection.

Performance monitoring

We regularly check how well we're doing by:

- Reviewing customer feedback and satisfaction levels.
- Reporting results to our leadership team and board.
- Publishing updates online and sharing key information in other ways too.
- Keeping track of complaints, compliments, and suggestions.

Data protection

We take care of your personal information by following the law:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018

We only use your data for the right reasons and keep it safe and secure.

Date of Policy: July 2024