



## Our customer engagement offer and standards

We aim to put our customers and communities at the heart of what we do. Our customer engagement offer and standards show how we'll provide [opportunities for involvement](#), the level of service to expect from us and how we'll work with you to shape your services and support your communities.

### We will....



Offer you a [range of opportunities to influence and be involved](#) at different levels of the business and are flexible, inclusive and accessible.



work with you as an involved customer to co-design our housing-related policies, to set our strategic priorities and make decisions about how housing-related services are delivered.



be open and honest with you about our performance and the impact of customer involvement, sharing this information on our website so that you can hold us to account and make recommendations for improvement.



Communicate, through our monthly e-newsletter, information that is relevant to you.

### We know we've been successful in delivering our offer and standards when....



you consistently rate us 7 or above out of 10 for the way we listen to your views and take notice.



you consistently rate us 7 or above out of 10 for the way we engage with you.