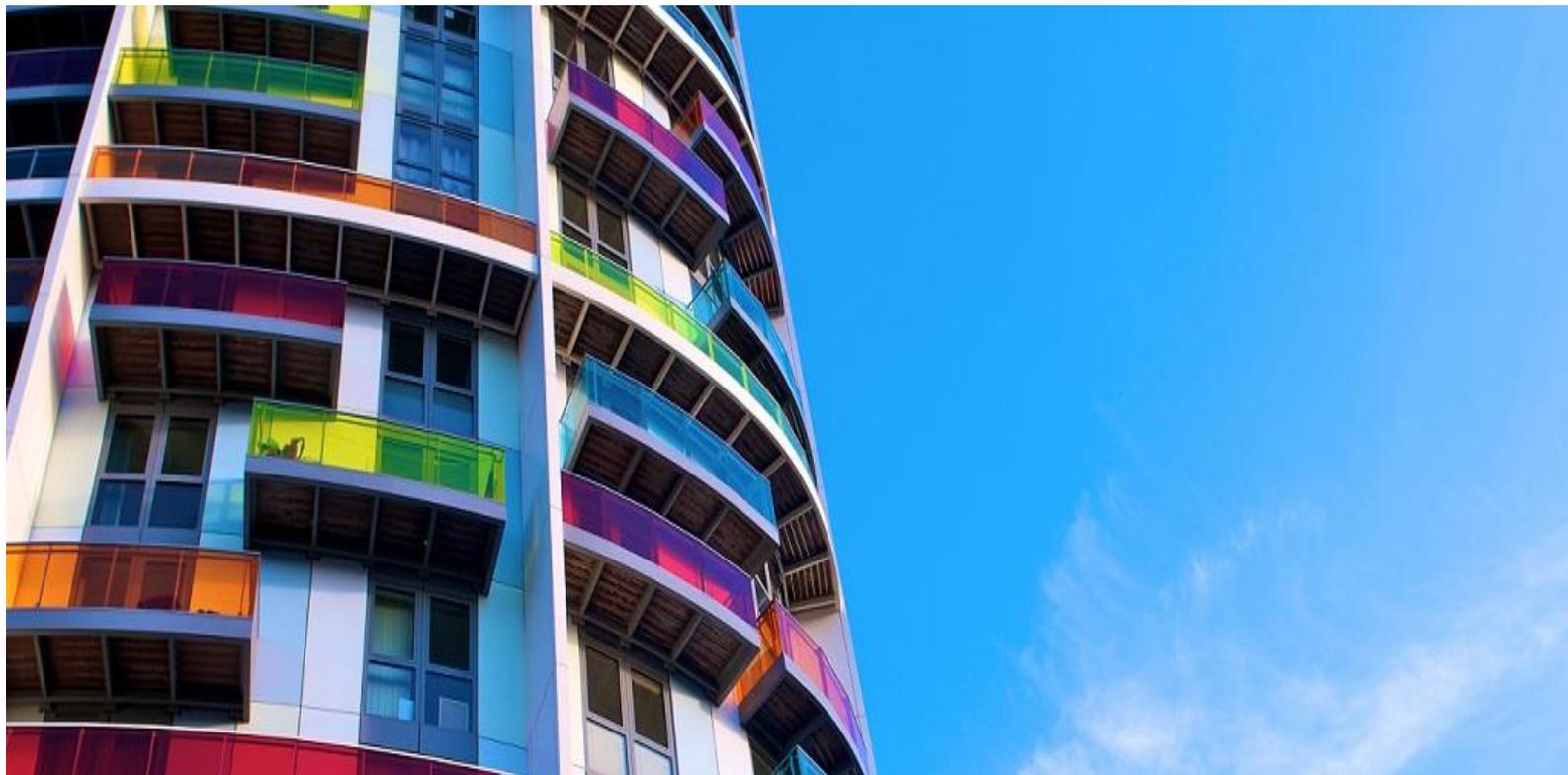


# Customer Engagement Policy

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## 1. Policy Introduction

This policy sets out how Legal and General Affordable Homes (LGAH) will engage with its customers to ensure we deliver excellent standards of customer service through placing the voice of its customers at the very heart of its culture.

## 2. Regulatory Framework

As a Registered Provider, LGAH are required to comply with the Tenant Involvement and Engagement standard. The regulatory standard applicable is available at:

<https://www.gov.uk/government/publications/tenant-involvement-and-empowerment-standard>

## 3. Fulfilling the Requirements of the Standard

LGAH is committed to a culture which has the customers interests at the centre of their activities. In order to achieve this it is intended that the voice of the customer influences key decisions both strategically and operationally.

As a result customer's experiences will feature in many areas of daily business across the LGAH group, including:

- Performance reporting: Including independently gathered customer feedback on service experiences.
- Service and policy design: Including quantitative and qualitative forms of customer insight that materially effect the design and delivery of improvements to services and ways of working.
- Learning: The delivery of material that is created directly from customer experiences and including actual testimony from LGAH's own customers to help inform the skills, knowledge and behaviours of people delivering LGAH services
- Organisational priorities: through regular feedback from customers LGAH will identify and act on improvements to existing services or the introduction of new services which customers are demanding.

It will also include:

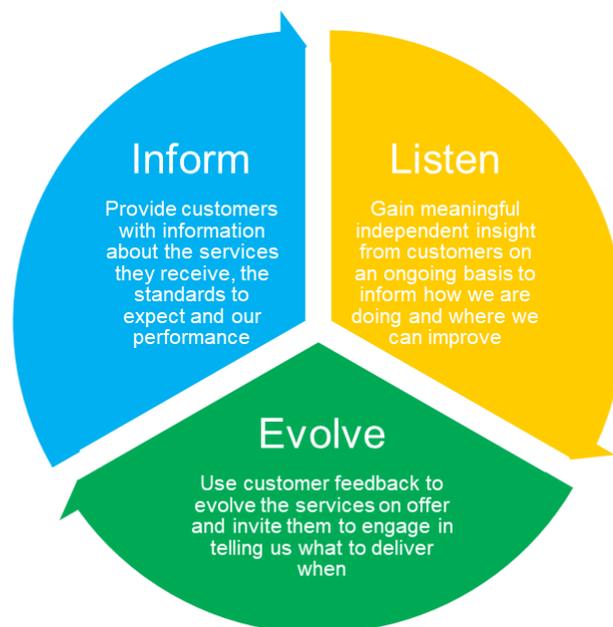
- Regular engagements for LGAH Board with customers through a range of mediums that allow Board members to step into the shoes of customers. These exercises will assist Board members and senior staff to better understand the lives and experiences of customers and the context in which customers interact with the RP's as their landlord.

For Customers LGAH will also:

- Regularly provide information on the performance of the business.
- Offer simple and easy routes to raise expressions of dissatisfaction about services.
- Opportunities for customers to become involved in any structures of resident involvement that are offered by the Management Providers responsible for services to customers.

#### 4. Delivery Plan

In order to achieve these outputs LGAH have adopted a customer engagement plan based upon a model that seeks to create a continual loop of engagement with customers, their feedback on their experience and the LGAH RP's actions to improve the way they work.



Annually the LGAH will review the action plan associated with the model and ensure that it is delivering sufficient quality and quantity of opportunity for the voice of the customer to positively effect key decisions which impact on the experiences of their customers.

#### 5. Reviewing Opportunity for Engagement

LGAH will ensure that at least every three years their customers are consulted independently on the opportunities for engagement that have been provided and where improvements can be made.

#### 6. Effective Consultation on Proposed Transfers of Assets.

LGAH will ensure that all customers are properly consulted with should they be potentially impacted by any transfer of assets between the LGAH businesses or any other organisation. An up to date and Board approved consultation practice note will always be held by LGAH for the purposes of conducting such consultation correctly.

#### 7. Equality and Diversity

LGAH will treat all customers and staff with fairness and respect. We value diversity and work to promote equality and tackle unlawful discrimination.

We are committed to helping customers to access information about their homes and services in a way that suits individual needs.

#### 8. Review

This policy has been approved by LGAH Board and will be next reviewed in April 2025, or subject to any changes in regulatory, legislative and/or areas of best practise where a review is required sooner than the stipulated review date