

## Customer Engagement

We want your voice to help shape the services you receive, the homes you live in, and the communities you're part of.

Customer engagement means creating opportunities for you to influence, challenge and improve our services, policies and strategies – and the decisions we make about them. Your voice can drive real change, and we want you to get involved in a way that works for you.



We will:

- **Let you know how to get involved** – providing clear and regular information on the ways you can engage with us, in a variety of formats to suit your needs.
- **Provide flexible options** – so you can engage with us in a way that works for you.
- **Welcome new ideas** – if you have suggestions for how customers can engage with us, outside of what we already offer, we'd love to hear them.
- **Support your involvement** by removing barriers. We'll provide training, cover travel expenses, ensure venues are accessible and make adjustments to meet your needs.
- **Consult with you directly on major changes** – if we're considering significant changes to the management or ownership of our homes, we'll consult with those who may be affected to ensure your voice helps shape the outcome.
- **Use your feedback to improve** – keeping you informed about what you've told us and the actions we're taking in response.
- **Be transparent about our performance** by publishing our [Tenant Satisfaction Measures \(TSMs\) Report](#) on our website each year so you can see how we're doing. We will also report on the number of (unique) customers engaged / providing feedback.

