



CUSOMER INVOLVEMENT

Policy Statement:

Fairoak Housing Association aim to provide the highest standards in customer service and we understand that effective tenant/customer involvement is vital if those standards are to be achieved and maintained.

Fairoak Housing Association is committed to working closely with all of our customers in a fully inclusive way to make sure that the services we provide are efficient, effective, provide value for money and meet the needs of our tenants/customers.

We ensure that customers are given every opportunity to influence decisions and have their say, including:

- The quality of the service
- New initiatives
- The Association's business direction
- Being a fully inclusive citizen
- Customer selection when sharing accommodation
- Board membership

Fairoak Housing Association will work in partnership with our customers to achieve this.

Procedure:

Our aims are to:

- 1) Support and develop full customer participation.
- 2) Continue to develop equality of opportunity.
- 3) Listen to customers and take forward suggestions that improves the work of the Association.
- 4) Encourage participation within the wider community.
- 5) Provide a platform for customers to develop their skills.
- 6) Continuously develop a culture of customer inclusion.
- 7) Promote and share good practice at every opportunity.

Implementation:

We will ensure that: -

- 1) The implementation of the policy is incorporated into the values statement, business plan, team annual plans and development activities.
- 2) All staff have an understanding of participation and what it means for them in the workplace.
- 3) We listen to our customers and encourage aspirations, signposting to other organisations if appropriate.
- 4) Creativity and new initiatives are encouraged and resourced if appropriate.
- 5) Good practice is shared throughout the Association.
- 6) Customers are supported to participate within the Association.
- 7) Minimum, regularly reviewed standards are in place.

Review:

The review of this policy will be carried out using a range of methods, some of which will be undertaken on an ongoing basis and some of which will be done through consultation and/or one-off quality exercises and events.