



YORKSHIRE
HOUSING

YORKSHIRE HOUSING TOGETHER WITH TENANTS – WORK AS AN EARLY ADOPTER



WHY BECOME AN EARLY ADOPTER



GREAT CUSTOMER EXPERIENCE



Great Customer Experience:

We will listen to customers, design services to meet their demand and expectations and provide targeted support where needed. We will use data and insight to help us take a proactive approach to delivering services.



Design and deliver services co-created with customers

PILOT IN CRAVEN – THE YORKSHIRE HOUSING APPROACH



HOW – ACTIVE LISTENING



Listen
to
Understand

Ask
Deeper
Questions

Avoid
Interruptions

Take
Non-verbal
Cues

Slow
Down,
Practice
Silence

Train
Mind,
Don't be
Distracted

Withhold
Judgement

ACTIVE LISTENING
SKILLS

CRAVEN STANDARD – HIGHLIGHTS



CRAVEN SERVICE STANDARD: COMMUNICATION



We will provide all tenants with clear, accessible and timely information.

OUR PROMISES - ADDRESSING PROBLEMS:

- 1** | We will; create easy forms for tenants and residents to use.
- 2** | We will; give timescale promises for responses to negative feedback.
- 3** | We will; communicate that views are welcome and will be acted on.
- 4** | We will; share what has happened as a result of comments including annual public 'you said, we did' feedback.

STANDARD:

Complaints and feedback standard – including the way we promote, collect and respond to feedback.

SUCCESS MEASURE:

- Complaints numbers, speed of resolution and customer satisfaction (in Craven)
- Target for responses
- Customer feedback
- Provision of You Said We Did.

MONITORING:

- Review measures plus residents' survey
- Performance Information
- Review comms and survey residents
- Review of annual 'you said, we did'.



THE YORKSHIRE HOUSING CHARTER



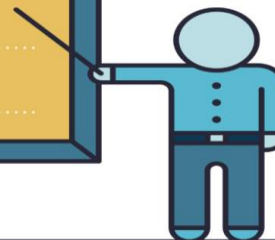
TOGETHER WITH TENANTS: YORKSHIRE HOUSING CHARTER



YORKSHIRE HOUSING STANDARDS:

We will work with tenants and residents to deliver these promises by developing the following standards to ensure that all customers know what they can expect and able to hold us to account:

- ✓ CUSTOMER SERVICES STANDARD
- ✓ COMPLAINTS AND FEEDBACK STANDARD
- ✓ INVOLVEMENT STANDARD
- ✓ NEIGHBOURHOOD STANDARD
- ✓ RENTS AND TENANCY SUSTAINABILITY STANDARD
- ✓ YORKSHIRE HOUSING STANDARD
- ✓ ANTISOCIAL BEHAVIOUR STANDARD
- ✓ LETTINGS STANDARD
- ✓ LOCAL STANDARD



ROLL OUT PLANS



Roll out plans

ROLL OUT PLANS



- Volunteers from the Customer Voice Panel (300)
- Wider promotion for volunteers through social media
- 8 regional areas across Yorkshire
- Original roll out by Jan 2021 (impacted by COVID-19)
- Considering new ways of roll out (digital etc.)



Work with us to shape the future of Yorkshire Housing

Together with Tenants was introduced by the National Housing Federation with the aim of strengthening the relationship between Housing Associations and their tenants.

The work that you are involved in will:

- 1) Give all tenants a stronger collective voice.
- 2) Set out clear expectation on what is most important to tenants in your area.
- 3) Provide methods for tenants to be able to monitor Yorkshire Housing on their performance.
- 4) Be recognised by the Yorkshire Housing Board and hold them to account.

We are looking to recruit volunteers to help develop this approach across Yorkshire. We are happy to work this around you and your lifestyle by holding online or face-to-face meetings at a time that suits you best.

Please email involve@yorkshirehousing.co.uk to register your interest or call Georgia Irving, Customer Engagement Officer for an informal chat

MONITORING

