

# **Customer Service Policy.**

## **Verda Living RP Limited**

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## 1 Background

Verda Living RP Limited (Verda Living) is committed to providing a consistently outstanding level of service to all our customers.

We recognise that a positive customer experience arises from consistency of service, clarity and transparency in the information we provide and decisions we take and acting upon the commitments we make.

Our customer service policy sets out what customers can expect from us, whether they are a resident (including leaseholders), are currently or may in the future receive a service from us, or are affected by a service that we provide. It also applies to services provided by colleagues to each other.

It explains how we will also listen to our customers, so that their views, needs and expectations shape how our services are delivered. It also explains how we will be accountable to customers for the quality of services we deliver.

We will always take a “customer first” approach in the development of all service reviews and learning from service failures.

We will ensure that our approach to customer service complies with the requirements of the Regulator of Social Housing and the Housing Ombudsman.

## 2 Customer service standards

We will deliver services in accordance with our parent company values of being resilient, adaptable and loyal.

This means we will:

- Treat you with fairness and respect
- Respond promptly to requests for service
- Be polite and value you as a customer
- Take time to listen to you to understand your needs and expectations
- Be clear about what we can and cannot do
- Be clear about when you can expect things to be done
- Explain clearly when there is a problem
- Protect your personal information.

Getting it right:

- Endeavour to deal with your request the first time you contact us
- Be respectful in your home and wear correct identification
- Say sorry if we make a mistake and put things right
- Learn from our mistakes
- Strive to deliver value for money in everything we do.

We also publish service standards covering different aspects of our service. These can be found in the relevant policy and on our website.

We may also agree local offers for service delivery with our customers.

## 3 How and when we can be contacted

We can be contacted in the following ways:

- Telephone
- Email
- Text message (SMS)
- Website (including webchat)
- Customer portal
- Social media
- Post
- Our offices

We will meet you in your home if you prefer.

## 4 Emergencies and out of hours

We recognise that issues can occur at any time and customers may want or need to contact us outside of our core operating hours.

Outside of our core operating hours, we will ensure that the following services are available to customers:

- Self-service digital services
- Emergency repairs service for all residents and in respect of communal areas.

Emergency repairs will be responded to within 24 hours or sooner if it relates to health and safety. This is in accordance with our Repairs Policy.

## 5 Advocates

Customers may contact us via an advocate. An advocate could be a friend, relative, or an advocacy service such as the Citizens Advice Bureau. Where contact is made via an advocate we will obtain the customer's written consent. Where correspondence is received on behalf of a customer from a Councillor, MP, or advocacy service, consent will be assumed. An advocate can accompany or represent the customer throughout their interaction with us.

## 6 When things go wrong

We recognise sometimes customers will be dissatisfied with our service and will want to make a complaint.

We will seek to resolve all complaints fairly, promptly and to the customer's satisfaction. We are committed to learning from complaints and ensure they are used to inform service improvements.

Full details of our approach can be found in our Complaints Policy.

## 7 Suppliers, contractors and other organisations that provide services on our behalf to customers

We will share our expectations of good customer service with contractors, suppliers and other organisations that provide services to customers on our behalf. We will also monitor the quality of their services, including through feedback from our customers.

The ability to deliver a good service to our customers will be an important consideration when we select or procure new suppliers and contractors.

## 8 Restrictions

We may place restrictions on a customer's contact with us where their behaviour becomes unacceptable, impacts our ability to provide services to them or to serve other customers, or they engage in abusive or threatening behaviour.

In these instances, we will explain the reason for our decision and how we propose to engage with the customer to address their concerns. We will ensure our decision takes account of the customer's needs and demonstrates regard for the provisions of the Equality Act 2010.

## 9 Diversity and inclusion

We will ensure that our approach to customer service is accessible to all customers. This means we will:

- Fulfil our legal duties under the Equality Act 2010 to advance equality of opportunity and prevent discrimination
- Adapt our approach and make reasonable adjustments to ensure a customer can access our services
- Ensure that all staff receive equality, diversity and inclusion training.

## 10 Being accountable to customers for our performance

We will regularly publish information about our performance against our service standards, relevant policies and delivery of our strategies which impact on customers. This includes the Resident Satisfaction Measures (TSMs) which the Regulator of Social Housing requires us to collect (including those below).

Information will be published on our website, newsletters and other mechanisms as appropriate.

We will also provide opportunities for customers to scrutinise and hold us to account for our performance. Details of our approach can be found in our customer engagement policy.

Each year we will publish an annual report for customers which contains, as a minimum:

- Complaints, including their number and nature and the outcome of the complaints
- Wider learning and service improvements arising from complaints
- Our self-assessment against the Housing Ombudsman’s complaint handling code
- Information about repair and maintenance budgets
- Performance against the Regulator’s Resident Satisfaction Measures.

## 11 Performance measures

As a minimum, we will collect and report the following measures, by carrying out an annual survey of all residents. These are all Resident Satisfaction Measures (TSMs) which the Regulator of Social Housing requires us to collect:

- Overall satisfaction (TP01)
- Satisfaction with repairs (TP02)
- Satisfaction with time taken to complete most recent repair (TP03)
- Satisfaction that the home is well maintained (TP04)
- Satisfaction that the home is safe (TP05)
- Satisfaction that the landlord listens to resident views and acts upon them (TP06)
- Satisfaction that the landlord keeps residents informed about things that matter to them (TP07)
- Agreement that the landlord treats residents fairly and with respect (TP08)
- Satisfaction with the landlord’s approach to handling complaints (TP09)
- Satisfaction that the landlord keeps communal areas clean and well maintained (TP10)
- Satisfaction that the landlord makes a positive contribution to neighbourhoods (TP11)
- Satisfaction with the landlord’s approach to handling anti- social behaviour (TP12)

We will follow the Regulator’s prescribed approach for conducting this survey. On publication we will state the response rate and our methodology on areas where we have discretion.

We will cross check the mix of respondents with our resident profile data and take steps to check accuracy if our full resident base is not represented in the responses. We will report any issues identified that may have affected the responses received.

## 12 Annual Review

This policy is reviewed annually by the board of the Company.

Version	Date Approved	Date for Review	Updates
1.0	April 2025	April 2026	Creation of first version of policy