

Customer focus

Our commitment to you

Customer focus sets out our commitment to deliver quality affordable services that put customers at the heart of what we do.

We commit to:

- Give a great customer experience
- Provide a quality home that is safe and secure
- Offer value for money; setting our service standards to a level that delivers this
- Engage, listen, and learn
- Be accountable, open and transparent
- Be welcoming and respectful to all

We will monitor our commitments and report regularly to the Challenger Panel, which is made up of involved customers, and our Operations Committee.

We will keep you informed through our customer e newsletter and the Leeds Federated website, and report to you in an annual report to customers.



We commit to: Great customer experience



How we will show this

We have improved our internal systems to capture, record, and progress how we deal with your enquiries. We can access information about your tenancy and home when we visit you, so you don't have to travel to an office location.

Our staff work in three area teams:

- The North team manages homes in north Leeds and North Yorkshire
- The Central team manages homes in central Leeds
- The South team manages homes in south Leeds, Wakefield, and Kirklees

Neighbourhood Officers, Surveyors, Income Officers, Financial Inclusion Officers and Support Coordinators work together in the area teams to give seamless service. They get to know your community and can be available to you where you live, spending more time in your neighbourhood and less time in the office

Improving communications

We have introduced a customer e newsletter and improved the Leeds Federated website that provides personalised and timely information that is relevant to you.

We are also improving our telephony systems to ensure a better experience when you contact us and to complement our agile working.

How we will know

In June 2021 M·E·L Research was Commissioned to carry out a quarterly customer satisfaction survey, of 150 people including a breakdown by area team. These results will help us understand where to focus our efforts to improve customer experience.

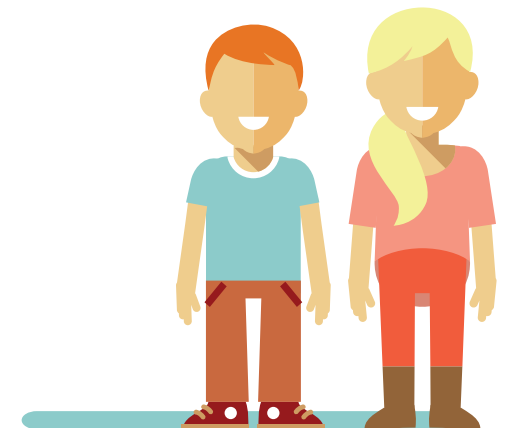
Overall satisfaction with services 78.9%

Nearly 79% of customers are satisfied overall with our services

Easy to deal with 76.9%

Almost 77% of customers find Leeds Fed easy to deal with

All customer satisfaction figures as at end of year 2021/2022



We commit to: **Providing quality services and a safe and secure home**



How we will show this

With your help and cooperation we provide a range of services to ensure your home is of quality, safe and secure;

- Day to day repair service
- Regular visits to your home to ensure it is safe including
 - Annual gas service
 - Electrical checks every five years
 - Investment programme to improve kitchens, bathrooms, windows and doors, roofing and heating based on a full stock condition survey

How we will know

Home is safe and secure 83.3%

Over 83% of customers are happy that their home is safe and secure

Repairs and maintenance 77.7% Increase of 0.9%

Over 77% of customers are happy with repairs of their homes

We also undertake surveys following repairs and planned works to understand satisfaction with the contractor quality of work and service. This helps us to continually improve.



We commit to: Offering value for money

How we will show this

Developing affordable homes for rent and shared ownership

Investing over £3million in improvements to homes each year over and above the expenditure on day-to-day repairs. This will increase considerably from 2023 as we start to deliver improvements to the fabric of homes to help conserve energy and reduce costs for individual households.

Help with money matters

Our Money Matters advice service is free, confidential, and impartial. Whether you need support to find the right deal, you are in a difficult financial situation or just need some help to make your money go further, the right support and advice matters, and our dedicated team are here to help you.

Getting value for money

Robust approach to buying products and services ensuring value for money and accounting for this in our annual Value for Money statement.

How we will know

Value for money of rent 77.7%

Nearly 78% of residents are satisfied that their rent is good value for money.

In the financial year 2021 to 2022 we supported 460 customers to gain more than £405,070 income.

Each year we produce a Value for Money statement to report on our performance. In 2020/21 Leeds Federated has continued to deliver robust performance in achieving excellent value for money when compared to the social housing sector nationally. When considered in relation to peers nationally, the organisation is delivering strong levels of new social housing supply and demonstrating efficient use of financial capacity.



We commit to: Engage, listen, and learn

How we will show this

We have updated our customer engagement and influence approach to make sure that your voice influences and informs decisions at every level in the organisation.

We will:

- Provide opportunities for you to share your experiences of living in a Leeds Federated home.
- Offer a variety of options including digital surveys and social media to support customer scrutiny.
- Supplement your experiences by gathering further evidence from surveys and performance data.
- Ask our staff to record and share customers' views and experiences as expressed to them.
- Collaborate with customers to improve services and work in communities.
- Provide honest, open, and timely feedback.
- Involve you in any changes.

How we will know

Listening to customers' views 62.4%

Complaints 57.6%

We have formally adopted National Housing Federation Together with Tenants Charter and will report to our Challenger Panel and Leeds Federated Operations Committee each quarter on customer feedback, results of surveys and complaints including action taken to respond and improve.



We commit to: **Being accountable, open and transparent**



How we will show this

We will support and enable a strong approach to scrutiny overseen by our Challenger Panel made up of up to twelve customers.

The Challenger Panel meets each quarter to consider our performance, how we have dealt with complaints and the outcome of any customer engagement activities.

We will listen to customers who suggest improvements via complaints and surveys and share those suggestions with both staff and standing panels.

We will report back on customers' suggestions and feedback with a **"You said ... We did"** section on our website.

We will also publish our Board minutes, and performance each quarter on our website.

How we will know

We will provide practical support and training to enable customers to get more involved if they choose. This includes access to free independent training and memberships for TPAS (Tenant Participatory Advisory Service) and others.

We are currently recruiting customers for the Challenger Panel. Five new customers are interested in getting more involved with the panel and more than 50 customers have signed up for more ad hoc activities.



We commit to: Being welcoming and respectful



How we will show this

- We will treat all people with respect.
- We visit all new customers to make sure they are settling into their new home.
- Our relationship with you will be based on openness, honesty, and transparency.
- Our staff are recruited and trained to ensure they uphold our key behaviours and values; Passion, Excellence and Honesty.
- We have a range of Service Standards in place which set out the standard of service that you should expect to receive from key services.
- We provide a person centred approach to key policies, for example we consider the impact or harm caused to customers experiencing anti-social behaviour as well as the person being accused.
- Our Equality and Diversity approach makes sure we cater for the diverse needs of our customers with support services including Language Line and working with support agencies.
- We aim to ensure our board and staff reflect the diversity of the communities where we provide homes.
- We will communicate with you on a regular basis via the Customer e-newsletter to keep you informed.

How we will know

We carry out appraisal conversations each quarter with staff and monthly supervision meetings.

We welcome complaints and feedback from you.



The Future

Leeds Federated is committed to providing affordable homes for rent and sale across the Leeds City region, Kirklees and North Yorkshire.

Our Corporate Plan sets out our key objectives and how we will engage both customers and staff, to sustain and grow the business.

SUSTAIN: Invest in improvements to homes amounting to more than £3.2 million each year.

GROW: Build 769 affordable homes for rent and sale.

ENGAGE: Encourage customer consultation and influence across the business, so you as customers have a meaningful voice and influence in our decision making.

For more information and key documents referred to in this summary visit Documents and Downloads at lfha.co.uk.

You can follow us on Facebook and Twitter, or contact us by telephone **Customer Services 0113 386 1200** and we can provide further information or printed copies.



Leeds Federated

T 0113 386 1000
E hello@leedsfed.com
W www.leedsfed.com
T @leedsfederated
f Leeds Federated

A registered Charitable Housing Association. Vat Reg No. 613 1262 86. HC Reg No. LH0989



TENANT ENGAGEMENT EXPERTS
tpas
member 2022-2023

