



Customer Engagement Service Standards

We're committed to ensuring that your voices are heard and that we use this information to help shape our services.



What you can expect from us

We will:

- ✔ Offer **a range** of ways for you to get involved.
- ✔ Support you to be involved.
- ✔ Have a dedicated Customer Engagement team to help make sure that your voice is heard.
- ✔ Share how we're doing in the Tenant Satisfaction Measures.
- ✔ Provide an update on the feedback we receive and share how we've used what we've been told to shape our services.
- ✔ Share information for meetings **at least 7 days in advance**.
- ✔ Provide alternative formats for information to support any needs and adjustments.
- ✔ Support you with expenses for attending engagement opportunities.
- ✔ Provide training and support to the Customer Voices Panel to ensure members can effectively scrutinise our performance.
- ✔ Have a place for the Customer Voices Panel at the Customer Experience Committee to ensure the customer voice is heard at Board.
- ✔ Keep you up to date on what's happening by issuing an e-newsletter **at least 10 times a year** - these will also be available on our website.



How we'll know we're getting things right

We monitor our service through Tenant Satisfaction Measures (TSMs). Here's what we track:

- Respondents who report that they are satisfied that their landlords listen to tenant views and acts upon them
- Respondents who report they are satisfied that their landlord keeps them informed about things that matter to them.

Find out more about getting more involved in our work at:
<https://www.lfha.co.uk/your-tenancy/get-involved/>