

	<b>Title</b>	NCHA Customer Policy		
	<b>Reference</b>	N/A	<b>Owner</b>	Director of Homes & Wellbeing
	<b>Approved by</b>	NCHA Board	<b>Approval date</b>	18/10/2023
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## **1. Purpose and scope**

1.1 The purpose of this policy is to provide a framework to describe the overall customer offer and the opportunities for customer influence and oversight. It provides the links to the detailed policies and service standards for signposting purposes. Customers refers to all NCHA customers, including tenants, residents, leaseholders and service users. It also cover NCAC licensees.

## **2. Responsibilities and risk**

2.1 All colleagues

2.2 If colleagues are unaware of the full housing and property services offer to customers there is risk of service failure, failing to meet customer needs and failing to involve customers in the provision of services.

## **3. Policy details and guidance**

### **3.1 Customer Service Standards**

3.1.1 NCHA has a range of service standards for the provision of services which are available on the NCHA website and which are agreed and kept under review by involved customers through the Homes and Neighbourhood Panel and the Customer Committee. The service standards are as follows:

- Allocations – including standards for letting homes
- Antisocial behaviour
- Communication
- Complaints and Compensation
- Domestic Abuse
- Home ownership
- Involving you
- Maintenance
- Managing your estate
- Managing your rent
- Recruitment
- Treating people fairly

The service standards describe in simple terms (typically on 2 pages) what customers can expect from NCHA in these areas.

### **3.2 Published Policies**

3.2.1 Our work is undertaken within a policy framework to ensure compliant and consistent standards of performance. Detailed policies and procedures are in place to support colleagues in the delivery of our services. We have agreed with our Homes and Neighbourhood Panel which policies are customer facing and make these available on our website.

3.2.2 Our published policies for customers are as follows:

- Allocations
- Anti-social behaviour and hate incidents
- Compensation
- Complaints
- Customer involvement
- Customer policy

- Damp and mould
- Domestic abuse
- Estate Management
- Marketing Sales
- Nottingham Annuity Charity Appointments
- Pets
- Rent and service charge
- Safeguarding adults and children
- Tenancy
- Tree management

3.2.3 The terms of reference for the Customer Committee detail which policies are discussed by and recommended to NCHA Board by the Customer Committee and which ones are approved directly by the Customer Committee. All other policies are agreed by the relevant Director.

### 3.3 **How We Support Customers**

3.3.1 This part of the policy describes the broader support offer to NCHA social and affordable housing tenants and home owners and NCAC licensees. Care and Support customers have support delivered under contractual agreements with health and local authority commissioners and this is described in individual support plans.

3.3.2 NCHA is a member of ‘Homes for Cathy’ which is a national initiative with an ambition to end homelessness. We have signed up to the Homes for Cathy commitments to help us ensure that NCHA customers are supported to sustain their tenancies. We have an annual thematic plan to support our work in ending homelessness and this is shared with the Customer Committee for comment.

3.3.3 NCHA Community Support Team provides targeted time limited support to customers including where households are experiencing domestic abuse, issues with hoarding and other mental health needs, loneliness, digital exclusion and financial hardship. Any NCHA colleague can make a referral to this team. NCHA Care and Support customers typically do not access this service as their support is provided through agreed packages of support through the appropriate dedicated team.

3.3.4 NCHA Community Support team and NCHA Your Money Matters team has access to a range of tenancy sustainment and welfare funds which are reviewed annually. The funds are used to support customers in cases of extreme financial hardship.

3.3.5 Our ‘Customers with Vulnerabilities’ policy describes what information we collect from customers to support any necessary service adjustments and how colleagues can signpost customers to appropriate services if needed.

3.3.6 Our ‘Adaptations’ policy describes the support we can offer to adapt homes to meet the changing needs of residents with physical or sensory impairments.

3.3.7 Our colleagues have access to translation and interpretation services and documents are made available in a range of languages and formats to suit customer need. Our Care and Support services meet the Accessible Information Standard.

### 3.4 **Customer Involvement**

- 3.4.1 NCHA has a Customer Involvement thematic plan, service standard and policy. These outline our policy position, what customer can expect from NCHA in relation to involvement and influence and our ambitions for continuous development and improvement in this area.
- 3.4.2 Our formal involvement structures are through the Virtual Policy Group, the Homes and Neighbourhood panel and Scrutiny panel both of which report to a Board sub committee – the Customer Committee. These committees are involved in both setting the standards and our policy positions and reviewing performance against key performance measures and targets.
- 3.4.3 NCHA Board has a member who is a Customer, who also sits on the Customer Committee. The Customer Committee is chaired by an independent chair.
- 3.4.4 Our informal involvement offer gives opportunity to ‘Community Voices’ to be involved in local issues in their area and to engage with NCHA Community Coordinators for local improvement and where appropriate organisational improvement.
- 3.4.5 Community events are planned with the Homes and Neighbourhood panel and with Community Voices, as well as in liaison with Community Co-ordinators in relation to new estates and any specific issues which may arise on an ad hoc basis.

## 4. **Supporting documentation and key legislation**

### 4.1 Forms

N/A

### 4.2 Guidance

Homelessness Thematic Plan  
Domestic Abuse Thematic Plan  
Customer Involvement Thematic Plan  
Community Support Team Blueprint

### 4.3 Legislation

N/A

### 4.4. Related policies

- 4.4.1 All policies are held on IGLOO in the relevant departmental areas and any policies not published on the website can be requested directly by customers.

### 4.5 Strategies

NCHA Corporate Plan  
Environmental Sustainability  
Equality Diversity and Inclusion  
Value for Money  
Social Impact

## **5. Monitoring and reporting**

- 5.1 Customer Committee reports through minutes and specific reports and training to the NCHA Board.
- 5.2 NCHA collect feedback from a range of sources including, surveys – perception – taken annually and transactional - after a service is received, MYNCHA feedback form, social media, complaints, correspondence with elected members and through our formal and informal involvement structures. This feedback is used to drive actions through corporate, thematic and local team plans.
- 5.3 The Virtual Policy group made up of customers, provides feedback on policies before they are approved.
- 5.4 Community Voices, Panel members and Committee members receive feedback and KPI reports on performance against service standards and regulatory compliance areas for their scrutiny.

## **6. Definitions**

KPI = Key Performance Indicator  
MYNCHA – Online customer portal  
NCAC - Nottingham Community Almshouse Charity

## **7. Equality and diversity**

- 7.1 This policy/procedure has been written in line with NCHAs Equality, Diversity and Inclusion Policy and Equality Statement. An Equality Impact Assessment is not required for this policy as the purpose of the policy is to describe an overarching framework and not a policy position.

## **8. Appendices**

None

## **9. Policy approval**

- 9.1 This policy has been approved prior to issue by the Director of Homes and Wellbeing or if applicable by NCHAs Board or Customer Committee.