



# **KINGSTOWN WORKS LIMITED**

## **KWL RESIDENT INVOLVEMENT POLICY**

January 2020

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### **1. Purpose**

The KWL Resident Involvement Policy sets out KWL's commitment and approach towards resident engagement and customer care.

KWL will adhere to our Client's corporate aims outlined in their tenant and resident involvement agreements and supporting documents, in providing a repairs and maintenance service.

In addition, KWL is committed to treating people fairly, with dignity and respect, shall not unlawfully discriminate either directly or indirectly on such grounds as age, disability, gender re-assignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation or social status.

### **2. Scope of the Policy**

KWL will work effectively in line with our client's arrangements and priorities towards tenants, residents and leaseholders to continually improve the quality of our services. We will strive to work towards the client's residential involvement strategy and framework, working in partnership with those involved to ensure accountability and transparency for residents.

### **3. Commitment**

This policy embraces the philosophy of our customer care, corporate social responsibility and equality policies. We are committed to supporting community activities, local labour and skills development, including apprenticeships. We recognise the diverse needs of the local population and work closely with our clients to understand tenant profiles and respond to the needs of the local residents. This will be demonstrated by:-

- Treating all individuals and communities with fairness and respect
- Understanding the different needs of our customers, including in relation to the equality strands and customers with additional support needs.

KWL will communicate this policy to all our employees and ensure they are given appropriate training to raise awareness of resident involvement processes.

Additionally, KWL's service standards are set out within our code of conduct.

#### **4. Consultation, Liaison and Training**

We will actively share information on our services and seek feedback through involvement in forums; panels; committees; and local residents' groups. KWL will work to engage less involved residents. To achieve this, KWL shall engage with residents through the provision of presentations, reports and briefings and attendance at the respective meetings. KWL will use this feedback to inform our aims and approach.

We will develop individual arrangements to review and monitor our client/contractor relationships and manage performance against targets through the meetings of the various forums and panels, where tenants and residents are active members.

KWL can provide learning and training opportunities in the form of:

- Visits to KWL premises to gain knowledge of the business
- Shadowing the clerical teams to learn the repair ordering process.
- Gaining knowledge of the operational processes delivered to their homes

#### **5. Provision of Information**

KWL will ensure the provision of clear and concise quality information through a variety of mediums including, packs for planned works, letters, website and tenant and resident meetings. To achieve this, KWL operational teams and customer liaison officers will consult with customers to meet their individual needs.

We aim to ensure tenants are fully informed of planned works and appointments are agreed at a time to suit individual customers.

KWL shall provide information in other languages and have access to Language Line Services where interpretation and translation is required.

KWL is also committed to ensuring tenants personal information is safe guarded and provisions are in place to maintain confidentiality.

#### **6. Customer Feedback**

Our customer feedback strategies underpin this policy and aims to obtain views and feedback from tenants. We have a robust and effective complaints procedures and processes for managing customer feedback. We are committed to utilising this intelligence and use feedback to inform our future aims and approach to meet customer's needs and improve service delivery, enhancing the way we work.

Should you wish to compliment us, raise a concern, make a complaint or provide feedback, please telephone us on 01482 614099, visit [www.kwl.co.uk](http://www.kwl.co.uk) or email

[CustomerFeedback@kwl.co.uk](mailto:CustomerFeedback@kwl.co.uk).

## **7. Policy Review**

The Performance & Quality Team, in consultation with KWL management and will review the policy statement on a regular basis, following feedback from our customers and stakeholders. KWL will ensure that tenants and residents, have the opportunity to review, feedback and contribute to this policy.

This policy will be openly available via our website : [www.kwl.co.uk](http://www.kwl.co.uk)

This policy is fully endorsed by the Directors.

The Chief Operations Officer, Roger Grannon, has designated responsibility for the day-to-day implementation of this policy.