



Kingstown Works Limited

HCC Tenant & Resident Involvement Policy

Issue Date: January 2022

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1. Purpose

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

As a wholly owned subsidiary of Hull City Council (HCC), KWL will adhere to the Council's corporate aims outlined in the Tenant Involvement Agreement and supporting documents, in providing a repairs and maintenance service to the tenants and residents in Council owned dwellings. KWL has a three-year Business Plan which is reviewed annually by the KWL Board of Directors.

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 Hull City Council 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 HCC 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 equality standards.

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 endeavour to share information on our services and seek feedback through involvement in tenants' forums, tenant panels, scrutiny panels, area committees, service improvement groups, local residents' groups and patch walks. To achieve this, KWL promote engagement 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.

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.

5. Provision of Information

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

We aim to ensure tenants and residents are fully informed of planned works and appointments are agreed at a time that is too suitable to them.

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 safeguarded 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 procedure 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 300300 or visit www.hull.gov.uk/resident/consultation-and-feedback/customer-feedback-scheme.

7. Policy Review

The Quality & Compliance Manager, in consultation with KWL management, will review the policy statement on a regular basis following feedback from our customers and stakeholders.

This policy will be openly available to all members of the public via our website: www.kwl.co.uk.

This policy is fully endorsed by the Directors.