



Connected communities
where everyone can live well

Customer Service Standards
Our promise to you

Our promise to you.

Our Customer Service Standards

At Hedyn, we want to put our residents and communities at the heart of all we do. We want you to know that you can trust us to provide excellent customer service every time you get in touch.

Our Customer Service Standards let you know what you can expect from us and how we prioritise your needs.

Our Customer Service Standards are rooted in **Our Promise to You**, created collaboratively with our customer panels and in consultation with our customers and residents. Our Promise to You details what's important to you. These Customer Service Standards show how we're delivering on those commitments.

We want to hear what you think. You can share your recommendations in many ways, and we'll use your feedback to improve what we do.



We'll be easily accessible and available.

We'll give you ways to contact us that are easy to use and responsive.

You can reach us in the way that suits you best*:

- Telephone: **0300 1212 345**
- Email: **hello@hedyn.wales**
- WhatsApp: **07555 691 234**

If you'd like to speak to someone in-person, we can visit you at home, in a community space, or at our offices:

- Bettws Shopping Centre, Newport NP20 7TN
- Ringland Centre, Newport NP19 9HG
- Nexus House, Mission Court, Newport NP20 2DW
- Tŷ'r Felin, Lower Mill Field, Pontypool, Torfaen NP4 0XJ

You can book an appointment or drop in at selected offices during our opening times. Where possible, we'll offer opportunities to meet with us outside our opening hours if you need it.

We'll also:

- Share our opening hours and update them regularly.
- Give you a comfortable and accessible space at our offices.
- Offer private meeting rooms to talk about sensitive or confidential topics.
- Give you access to 24-hour telephone response services for emergencies.
- Maintain access to important services, like reporting repairs and paying rent, through the Hedyn app.

*delivering
Our Promise
to You



We'll deliver inclusive services that meet resident needs and preferences.

We'll deliver our services in a way that's right for you.

We want to understand your needs and preferences. We'll regularly ask for your feedback and keep the information you share with us safe and secure.

We want our services to be accessible for everyone. As everyone's situation is different, we'll make sure our services are designed to meet your needs and centred on your preferences.

Above all, we'll always treat you with respect. We're committed to creating an inclusive customer experience that values all people, regardless of sex, ethnicity, age, religion, sexual orientation, gender, or disability.

We'll also:

- communicate with you in your preferred way – for example, email, telephone, etc;
- make sure you can access all communication – whether that means translating into your preferred language, using larger fonts, providing braille, or other accommodations;
- continue to deliver services for customers who'd prefer not to use digital methods.



We'll give everyone access to important information and advice.

The information and advice we share will be correct and helpful.

We'll make sure everyone can access the information they need, when they need it. We'll do this by sharing information and updates in different ways, such as:

- on our website;
- direct letters to you;
- on our social media channels;
- through our newsletter;
- through leaflets, factsheets, or community posters.

Our customer groups will check policies before they're published to make sure they're clear, helpful, and easy to access. They'll get a 'customer-approved' stamp once they meet customer standards.



We'll give you excellent customer service.

Our colleagues will have the right skills and knowledge to help you.

We will:

- answer your question and we'll do all we can to get things right first time.* We'll give you all the information you need to make the best choice for you;
- take responsibility for queries and problems when you first get in touch;
- connect you with the right person if you have a complex question or problem;
- make sure you know who's helping you with your question or problem, and how long it will take to fix. We'll keep you informed at every step;
- identify when you need specialist advice. We'll help connect you with the right agencies or people who can support you.

We'll always be friendly and professional. We'll introduce ourselves by our name, so you always know who you're speaking to.

When we make an appointment to visit you, you'll know when to expect us. We'll arrive on time, and if we're delayed, we'll let you know straight away. If we need to rearrange an appointment due to things beyond our control, we'll find a time that works for you.

If you're not at home when we visit, we'll leave our name and contact details so you can get in touch with us directly.

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We'll listen and learn from customer feedback, putting your voice at the heart of all we do.

Your feedback will improve our services and change the way we do things.

We'll make it easy for you to share your views with*, such as:

- asking you to complete short surveys;
- inviting you to join our customer panels when openings become available;
- visiting your communities and inviting you to join us on walkabouts where you live;
- hosting different engagement events across all our communities;
- making sure our complaints and compliments process is easy.

We'll use what you tell us to develop our services and improve your customer experience.* When we make changes, we'll share these in our newsletter, on our website, and on social media. We may also write to you or email you directly.

When we do things wrong, we'll do all that we can to put things right as soon as possible. We'll learn from our mistakes and adjust things to prevent similar errors.

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Our repairs colleagues and contractors will respect you, your home, and your community.

We'll make sure you feel safe in your home when our colleagues or contractors carry out repairs.

We want to make sure that we have a positive experience in your home. To do this, we will:

- We'll do everything we can to get to you on time, and we'll let you know if we're running late. We'll make sure to keep you informed of any changes to your appointment.*
- Wear branded uniform and show our identification badge when we visit you. (Our contractors will also show an identification badge.) For your peace of mind, you can call our Customer Experience Hub to check our identity.
- Only carry out work in your home when an adult aged 18 years and over is present.
- Introduce ourselves and let you know why we're visiting. We'll explain the work we'll be doing in your home, and make sure you understand what's happening. We'll also share the job reference number.
- Be polite and respectful toward you and people you live with. Whenever possible, we'll honour cultural and religious customs (as long as they align with health and safety guidelines.)
- We'll wear appropriate clothing when we visit your home.
- Complete work to high standard and reduce any disturbance. We'll also leave your home clean and tidy, throwing away waste safely.*

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- Complete works within one day. Where works extend beyond a day, we'll share how long this will take. We'll leave the area safe and tidy, and make sure you still have access to water, electricity, and gas. (Unless access to these essentials is a danger to you or people living with you.)
- Take every effort to protect your personal belongings. If there's any risk to your belongings, we'll let you know and ask you to sign a disclaimer.
- Ask your permission to use your toilet, washing facilities, water supply, and electricity. We'll also ask your permission to use radios or music devices while we work.
- Use our own tools, equipment, and possessions to carry out the work – we'll never ask to borrow yours.
- Take responsibility for how we park in your community, and make sure we're respectful.
- Never smoke in or around your home.



In return, we'd appreciate it if you could

- Treat our colleagues and contractors with respect and encourage positive experiences by avoiding language and actions that are harmful or threatening.
- Make sure you're home at the appointment time. We know emergencies can happen, but please get in touch with us as soon as possible if you need to re-arrange.
- Move any personal belongings to a safe space in your home. This will help us carry out the work safely and reduce risk of damage.
- Please avoid smoking, vaping, or drinking alcohol when we're working in your home.
- Keep any pets away from the work area to keep everyone – including your pet – safe.
- Make sure children are safely away from the work area when we're working.

If you feel in danger or disrespected during our visit, you have a right to ask us to leave. Please get in touch with us as soon as possible if you have any concerns about how we behave. Likewise, our colleagues and contractors will leave your home if they feel in danger or disrespected.

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Your feedback about our repairs services is important to us and helps us improve. We'll always make sure you have a say in setting repair standards.*



Getting in touch with us couldn't be easier

If you'd like to share your experience, we'd love to hear from you. You can get in touch with us in the following ways:



Emailing us at hello@hedyn.wales



Live chat on our website at hedyn.wales



On WhatsApp at 07555 691 234



Calling us on 0300 1212 345



Send us a message at [facebook.com/\[TBC\]](https://facebook.com/[TBC])



**Visit our office or write to us at Nexus House,
Mission Court, Newport NP20 2DW**