



HELPING YOU USE OUR SERVICES



WE WANT EVERYONE TO BE ABLE TO GET SUPPORT WHEN THEY NEED IT. WE KNOW SOME PEOPLE FACE EXTRA CHALLENGES, AND WE AIM TO OFFER FAIR AND FRIENDLY HELP FOR ALL.

WHAT THIS INCLUDES

- Helping people who need extra support
- Making sure people get their legal housing rights, including any changes they need
- Letting people know what they can expect from us

WHO WE HELP

We say 'priority customers' instead of 'vulnerable customers'. Anyone can need help at times, such as:

- **Problems with housing** - paying rent, unsafe home, no heating or water
- **Personal issues** - abuse at home, money worries, health problems, trouble using the internet

HOW WE FIND OUT WHAT YOU NEED

You or someone who speaks for you can tell us. We also learn about your needs during:

- New tenancy meetings and home visits
- Phone calls or chats with our team
- Support with money or tenancy checks
- Referrals from other services

HOW WE HELP

You can ask us for changes to help make things easier, like:

- More time to answer the door
- Letters in large print, braille, or different languages
- Visits with your support worker
- Quick repairs if something is unsafe or affects your health
- Help with money or benefits

We check requests based on:

- Does it help?
- Can we do it?
- Do we have the time and money?

KEEPING YOUR INFORMATION SAFE

We keep your information safe and check it often. We only share it if you agree or if someone is at risk. We follow the law, including:

- Equality Act 2010
- Data Protection Act 2018 (UK GDPR)
- Domestic Abuse Act 2021

WORKING WITH YOU

We listen to residents to make our services better. Our team is here to help in a kind and respectful way.