

## FACE TO FACE CONTACT WITH OUR TENANTS WHY IT WON'T CHANGE



You hear a lot these days about the need to embrace “digital skills.”

This usually means using digital devices (such as computers or smart phones and the internet).

There is a concerning trend in which individuals are pressured into using digital means through a “digital by default” approach rather than “digital by choice”.

There is without doubt a progression to what’s known as “digital inclusion” as businesses and organisations increasingly require their customers to adopt new ways of working.

A good example is the number of bank closures on our High Streets as bank bosses insist the way people bank has changed.

Here at Thenue we never forget the need for face-to-face contact and take the view that this matters greatly to so many of you.

Since the pandemic, we have had to adapt the way we work with some staff working from home on certain days of the week.



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*Writing in the most recent Annual Review our Chief Executive Gary Naylor described our “flexible first and customer first” approach.*

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What do we mean by this?

By working from home and from our office we can, as an organisation, be more agile and productive – helping us to meet the needs of both customers and staff.

But we understand that this approach might give rise to a perception that we are reducing the ability for you to contact us and have face-to-face contact.

Nothing could be further from the truth.

While we encourage you to use our app, read our social media postings on Twitter and Facebook and use our website, we are here to deal with your enquiries Monday to Thursday whether that be on the phone, in person or online. Even though the office is closed to the public on a Friday we are still available to contact.

To help you access our online offerings, we have Digital Inclusion Community Worker who can support you to access our digital services if you wish, if you would like more information on this please contact the office.

Our financial inclusion team are here, too, to help you claim benefits and money support to which you are entirely entitled to and which you might not be claiming.



And remember if you are having difficulty paying your rent, the quicker you contact us for a face-to-face meeting the sooner we can look at how to solve any difficulties.

Like the financial inclusion service, these meetings are strictly confidential and can be arranged by contacting us.

So, to recap, Thenue will always remain a housing association which offers and values in person contact. Digital involvement suits many people, but it is not for everyone, and we recognise that.

This can best be summed up by our Purpose:

*“Delivering quality and affordable homes with excellent customer service....improving homes, lives and communities”*

