



Customers' catch up

November 2020

As the coronavirus situation extends into the winter months, I want to reassure you that we are continuing to maintain as many of our services as possible whilst keeping you and our employees safe. This edition shines a spotlight on the Tenancy team who are often our first line of contact with customers in crisis. Part of the role of a Tenancy Officer is to support residents affected by domestic abuse, which is a key focus during November as we support White Ribbon Day.



Susan Stockwell
Chief Customer Officer



How we're helping customers affected by domestic abuse

To mark White Ribbon Day on 25 November - the global movement to end violence against women - we caught up with Tenancy Officer, Carl Jones. Carl tells us more about his role, and how dealing with domestic violence is sadly a part of his job. He talks about what he and Hyde are doing to help our residents who are victims and survivors of domestic abuse.

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MyAccount goes from strength to strength

Hyde's first customer-driven digital service, MyAccount, is now being used by more than 5,000 customers.

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Keeping track of repairs

Our 'Track my engineer' service is allowing thousands of customers to manage their repair appointments from their mobile phone.

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Focusing on respect

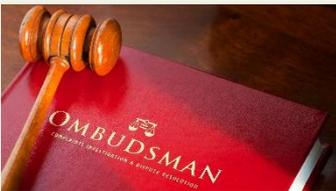
The recent National Customer Services Week gave us the opportunity to pause and reflect on what we've been working on during a very busy year.

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Celebrating Black History

We celebrated Black History Month for the very first time this year. Despite current restrictions to working arrangements, it was a significant event that promoted the importance of equality.

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Ombudsman Complaint Handling Code

The Code sets new expectations for high-quality complaint handling and greater consistency across landlords' complaints procedures.

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Make sure you're prepared for winter

With cold weather just around the corner, we've got some great tips to stop pipes freezing and useful advice on what to do if your boiler stops working.

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Safe as houses

Most homes have at least one smoke alarm, but as people now have large numbers of gadgets and appliances, we're reminding everyone the importance of installing the appropriate smoke detectors and alarms for your home.

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Got a question? Check out your online handbook

The user-friendly, online resident handbook makes it faster and easier to find the most up-to-date information you need, when you need it.



[OPEN THE RESIDENT HANDBOOK >](#)



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