

Policy Name: Vulnerable Customer Policy

At Tai Calon Community Housing, we know that many of our customers need extra help to stay safe, live well in their homes, and to use our services easily.

This can be needed on a temporary or permanent basis, but either way we want everyone to have simple, fair, and reliable access to our services, get help when they need it, and feel comfortable telling us if they need more help.

Our Policy Promise

What we'll do	What this means for you
Provide all our policies in different formats.	You can reach out to us to let us know what format you need.
Make our policies simple to follow by dividing them into two parts; what we'll do and what this means for you.	Makes it easy for you to understand the service we offer.

A Vulnerable Customer

A Vulnerable Customer is someone who, due to their personal circumstances is especially exposed to harm or disadvantage. If they are not supported with appropriate care, they are very likely to experience serious housing-related difficulties, making tailored assistance vital to protect their health and wellbeing.

What we'll do	What this means for you
We will help people who might have a harder time because of	If you need extra help, we will make sure you get it. This could be because you are:

their personal situations. This means we will:

- Understand what each person needs.
- Have staff who know how to help.
- Be flexible in the way we work
- Work with other helpful organisations.

- Older or very young.
- Have health problems or disabilities.
- Struggling with money.
- Feeling lonely or left out.
- Going through tough times like losing a loved one or family problems.
- At risk of losing your home.
- Having trouble with language or using digital services.

Policy Objectives

This policy will guide all our work - which means we will make sure all services, like fixing things, making sure people are safe in their homes, and stopping bad behaviour, are right for everyone based on their needs and personal circumstances.

What we'll do	What this means for you
Adopt a tell us once approach and use range of ways to find out who needs different types of assistance, and if it's needed on a temporary or permanent basis.	We might need to ask you personal questions to know what type of service you need, and for how long. We will record important information about you, like if you have a disability so our staff can give you the right type of support. We will only ask for information once, so you will not have to keep repeating it. We will respect your personal

	information, keep it safe and delete it when we know longer need it.
Make it easy for everyone to access and use our services, and tell us anytime about the assistance they need.	We will make sure you can get help in different ways from the right staff. For example, you may benefit from talking to a specific person who can help you with your needs, make more use of our online services, or have communication from us in different formats.
Our staff will be trained to spot when someone needs extra help, and provide the right level of assistance to ensure the right service is provided.	You will get the right help when you need it, from the right person. Our staff will know how to assist you, or when its more appropriate guide you to other places that can help.
Help you stay safe and comfortable in your home.	We will make sure your home is safe, for example by fixing things that are broken or providing extra security measures. We can add things like handrails and ramps to help you If you or your family have difficulties moving around your home. We can make arrangements around your needs for things like repair

	appointments, or if you need a visit from one of our housing team.
We will regularly check in with people who said they need extra assistance, even if they haven't needed to get in touch for a while.	We will agree with you the best ways to check if your needs are being met, and if not make changes to how we support you to get the best service possible.
Closely monitor how well we are meeting our customer's needs, and use this information to continue to improve.	You might get asked for feedback on the services we provide, which might be via a text message, email, phone call, or face to face. We will make it easy for you to make a complaint if you feel we have not provided the service you expected.

Other related legislation

- Rented Homes (Wales) Act 2016
- Equality Act 2010
- Mental Capacity Act 2005
- General Data Protection Regulation (GDPR) 2018
- The Care Act 2014

Other related policies

- Aids and Adaptation Policy
- Responsive Repairs Policy
- Maintenance Policy
- Chargeable Repairs Policy
- Anti-social behavior Policy

- Complaints Policy
- Void Management Policy
- Tai Calon Privacy Notice
- Safeguarding Adults & Children procedure

Equality & Diversity

To promote fairness, inclusivity, and adherence to equality principles, we have conducted an Equality Impact Assessment. As part of this we reviewed relevant information we hold about our customers to make sure this policy is accessible to everyone.

Review

We will review this policy either when necessary or every 3 years. During any review, we will consider customer feedback and any changes in regulatory guidance and best practices.

Chief Executive/Director Approval: Andrew Myatt

Approval Date: 03/11/2025

Date of next review: November 2028

Need more information about this policy ?

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