Transparency Statement

Introduction

ForHousing is committed to being open and accountable to our customers and our wider stakeholder community. Trust and Openness are part of our values.

This means being transparent about the things that matter, empowering and enabling our customers to challenge us on our performance, understand the way we work and contribute in an informed way to the development and improvement of our organisation.

ForHousing will comply with, and where it is reasonable and lawful to do so, may exceed any legislation and regulation that promotes transparency.

Statement

We recognise that our customers and other stakeholders will benefit from access to information about our performance, what drives our decision making and who is responsible for meeting the standards set by the Regulator of Social Housing.

We will therefore publish in appropriate channels accurate, clear and up to date information.

Our guiding principles are that we will:

- Provide information in a way which reflects the wishes and needs of customers and other interested people.
- Make information available about our plans, decisions, policies, standards, and performance.
- Provide information about how we are governed, our finances and how we achieve value for money.
- Make sure information is easy to find, relevant, accurate and wherever possible self- explanatory.
- Respond to requests in a way which is cost effective and proportionate.
- Always act lawfully and comply with any requirements set by our regulators.

Information will be made available either through publication or directly to any customer or stakeholder who requests it.

Accountability for the quality and accuracy of the information we publish sits with our Executive Management Team.

Information ForHousing will Publish

We publish and provide the following information in different ways and formats to meet the diverse needs of our customers. In many cases we use our website to share information, but we may print some documents such as leaflets and newsletters. We also use social media channels such as Twitter and Facebook.

Who we are and how we live our values

- Information about our history, structure, size, activities, people and culture
- How we promote equality of opportunity for service users
- How we train and support our colleagues to offer the best service to our customers

Our services and plans

- Relevant policies that set out how we manage our business and provide customer services
- Our corporate strategy and a summary of performance against our strategic plan
- Our housing service standards
- Our development aspirations
- How customers can access our services
- How customers can provide feedback, raise complaints and communicate with us
- How customers can become involved (tenant influence and scrutiny commitments, Resident panels / co-regulation)

How we're performing

- Our annual report
- Our customer annual report
- Our gender pay gap report
- Our ethnicity pay gap report
- Our annual ESG Report
- Our progress towards meeting our sustainability targets
- Our performance in respect of the below key customer satisfaction measures (and including the Tenant Satisfaction Measures set by the Regulator of Social Housing):

    - Repair and maintenance of our properties
    - Building safety
    - Handling of complaints
    - Responsible neighbourhood management
    - Engagement with customers
    - Housing service standards

Governance information

- Our board membership and their declarations of interest
- Our Shareholding Policy
- Our declaration of compliance with the Regulatory Standards
- Our declaration of compliance with the Code of Governance
- Our declaration of compliance with the Code of Conduct
- Our declaration of compliance with the Housing Ombudsman's Complaint Handling Code

- The Regulator of Social Housing's assessment of our governance and viability and consumer standards.
- Who is in charge of making homes safe
- Who is in charge of meeting our consumer standards
- What we are doing to combat: modern slavery, money laundering and fraud

Financial information

- Our financial statements
- A breakdown of our income and how we spend it
- The remuneration of our Non-Executive Directors and the CEO
- The aggregate emoluments paid to our other Executive Directors
- Management cost
- Performance against value for money targets and any metrics set out by the Regulator of Social Housing
- Measurable plans to address areas of underperformance in achievement of the value for money targets
- Our Tax Policy
- Our ESG Annual Report

Data protection information

- How many data breaches we have notified to the ICO
- How many complaints made to the ICO by our customers have been upheld.

Information available upon request, and when we will not provide information

Individuals and groups can request information about ForHousing that is not routinely published. We will comply with these requests wherever possible and respond within 30 working days.

In some cases we will be unable to provide information requested. This is likely to be the case where:

- It would involve disclosing personal information as defined by the Data Protection Act 2018.
- The information is confidential or commercially sensitive.
- The information is in draft form.
- Disclosure is prevented by law.
- The information is not readily available/ is difficult to access.

In these circumstances we will respond to the request within 30 working days explaining why the information cannot be provided.

For further information on access to personal data, please see our privacy notice.

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