

# Getting to know you

## Questions and answers



We know you might need some further information about our 'getting to know you' visits, so we've put together this questions and answers sheet to help with this. If you have any more questions or would like to know more please get in touch with our team.

### What is 'Getting to Know You'?

'Getting to Know You' is how Two Rivers Housing checks in with tenants to make sure our records are up to date, homes are safe, and our services are working well for the people who live in them.

Behind every front door is a story, and every household is different. Getting to Know You helps us understand what matters to you and how we can support you better.

### Why does Two Rivers Housing want to know more about me?

When we have the right information, we can provide better services – services that reflect real lives, not assumptions.

Getting to Know You helps us to:

- Make sure our records are accurate and up to date.
- Check that your home is safe and in good condition.
- Identify issues early, such as repairs, damp or mould.
- Understand whether you need any additional support.
- Make reasonable adjustments, so our services work better for you.
- Plan services and activities that reflect the needs of our communities.

The more we understand your household and circumstances, the better placed we are to support you, now and in the future.

### What will happen during a Getting to Know You visit?

A member of our team, usually your Neighbourhood Manager, will contact you or visit your home.

The visit is relaxed and friendly and usually lasts around 30 minutes. Our staff always carry official identification and will show this when they arrive.

During the visit, you'll have the opportunity to:

- Check that the information we hold about you is correct.
- Raise any concerns or ask questions.
- Tell us what's working well and what could be better.
- Let us know if there's anything we should be aware of when we visit or contact you in future.

### Will you ask me personal questions?

Some of the questions we ask about who lives in your home, your needs, or how you experience our services may feel personal. We understand that.

You do not have to answer anything you're not comfortable with, and you can always choose "prefer not to say."

We may also ask a small number of optional questions to help us understand whether our services are fair and accessible for everyone, and whether we need to do anything differently when supporting you.

## Why do you ask questions about things like age, health or background?

We ask these questions to help us:

- Make sure our services are fair and inclusive.
- Understand whether different groups of tenants are being supported equally.
- Identify where changes or improvements are needed.

This helps us meet our responsibilities as a social landlord and make meaningful improvements where they matter most.

All of these questions are voluntary – you do not have to answer anything you are uncomfortable with.

## What happens if I choose “prefer not to say”?

That's absolutely fine.

Choosing not to answer will never affect your tenancy or the service you receive. We record “prefer not to say” so we know the question was offered and that you chose not to answer.

## What happens to the information I share?

Your trust is important to us.

Any information you provide:

- Is kept confidential and stored securely.
- Is only used to help us improve the services we provide to you.
- Will not be used for marketing or shared unnecessarily.
- Is handled in line with data protection laws (GDPR).

Where we work with trusted partners to help us gather information, they follow the same strict standards.



## Will my information ever be shared?

In most cases, information is only used by Two Rivers Housing to support you and improve services.

However, if we're worried about someone's safety, we may need to act or share information with the appropriate services to help keep people safe – even if you would rather not discuss details.

## How could this benefit me?

By taking a few minutes to talk to us, you help us to:

- Make repairs and services easier to access.
- Communicate with you in ways that suit you best.
- Plan services that reflect real needs.
- Make sure no one is overlooked.

This could include things like:

- How we contact you.
- How visits are arranged.
- Allowing extra time when we visit if needed.

Most importantly, you'll help shape how Two Rivers Housing works for you and your community.

## Is this a check-up or inspection?

No. Getting to Know You is not about checking up on you. It's about working with you, listening, and making sure our services support you properly.

## Do I have to take part?

We really appreciate tenants taking part because it helps us improve services – but it's your choice.



You can:

- Ask questions.
- Skip questions
- Say "prefer not to say"
- End the conversation at any point

## How do I find out more?

If you have any other questions or would like to talk to us about Getting to Know You, please contact Two Rivers Housing using the usual contact details including.

**Call:** 0800 316 0897

**Email:** [customerservices@2rh.org.uk](mailto:customerservices@2rh.org.uk)

## Write to us:

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Thank you for taking the time to talk to us and share your story.