

openness and transparency

The following document provides you with a brief summary of the Openness and Transparency Policy and sets out the level of service you can expect from believe housing.

The openness and transparency policy provides clarity around the provision of information by the business and explains how we look to be transparent and open. We ensure we are compliant with openness and transparency expectations of us either in doing the right thing and ensuring we are clear about how we comply with adopted governance and conduct codes. We aim to be as transparent as possible with our customers and others we engage with and in setting clear parameters within this policy there is a clear understanding of how we handle and share information about the business.

The following information explains what you can expect from us; and what we can expect from you.

openness and transparency

believe housing

- Provide clarity, openness and transparency in how we handle and share business information.
- Make information available in an accessible manner about our plans, policies, standards, and performance.
- Provide information about how we are governed, our finances and how we achieve value for money.
- Respond to appropriate requests in a way which is cost effective and proportionate, as we are not classed as a public authority for the purposes of the Freedom of Information Act.
- Act lawfully and comply with any requirements set by our regulators.
- Maintain a Register of Interests for all board and committee members as well as Values Group members and employees.

customers

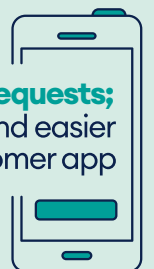
- The Data Protection Information Governance Framework should be referred to in relation to subject access requests and processing of personal data more generally.



how to contact believe housing

- App: [click here to download](#)
- Call: **0300 1311 999**
- Email: hello@believehousing.co.uk
- Visit: www.believehousing.co.uk

repairs, rent and requests;
they're all quicker and easier
with our customer app



You can view the full openness and transparency policy statement on our website at: www.believehousing.co.uk/policies