

# person of interest

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

This 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.

## person of interest

### believe housing

- Tackle unacceptable and persistent behaviour, and work with those customers to encourage a more positive experience.
- Provide you with a clear plan of how we will communicate with you and how you can communicate with us.
- Regularly review any decisions made within the person of interest policy.
- Provide you with the right to appeal our decision.

### customers

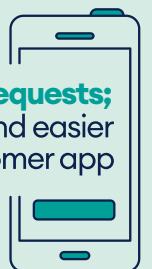
- Engage with our staff and adhere to the agreed communication plan.
- Behave in a way that shows respect towards our employees – we have a zero tolerance to violence and abusive behaviour.



## how to contact believe housing

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

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with our customer app



You can view the full person of interest policy statement on our website at: [www.believehousing.co.uk/policies](http://www.believehousing.co.uk/policies)