

Resident Engagement

Our Promise

Working closely with our customers is a high priority for the business. We will offer lots of opportunities and methods for customers to work in partnership with us to ensure that we are continually improving services.

Communicating with you - We will:

- Email or call you back within 3 working days.
- Give at least 1 week's notice of resident meetings.
- Send you 4 newsletters every year.
- Send you our Annual Report every year.
- Keep our website up to date.

Help to get involved - We will:

- Pay for your travel expenses.
- Pay for carers' costs, including childcare.
- Provide training and ongoing help.
- Hold residents' meetings in buildings with disabled access.
- Provide translations or other formats.
- Provide disability aids such as hearing loops.
- Provide help and funding for community-led groups.





How to get involved

We will use the website, Reception area, meetings, the telephone, text messaging, notice boards and the website to:

- Ask your views.
- Show you the difference resident involvement makes to our services.
- Tell you about the Menu of Engagement.
- Tell you about the training programme.

Help to get involved - **We will:**

- Compare our performance to other landlords and tell you the results.
- Respect residents' views and feed them into decision making.
- Develop new ways of getting involved to suit your needs.

Giving Good Service - **We will:**

- Compare our performance to other landlords and tell you the results
- Respect residents' views and feed them into decision making
- Develop new ways of getting involved to suit your needs

Making sure your voice is heard - **We will:**

- Keep records of all meetings held
- Respect your views and act on them, where we can
- Explain why, when we can't act on your views
- Show you how your views have made a difference
- Involve you on interview panels for new Neighbourhoods and Services staff
- Consult you on service changes, and tell you the results
- Keep a record of needs such as large print or translations
- Reach out to find and involve new people
- Keep up to date records of involved customers and their needs
- Maintain Boards and Steering Groups of customers who feed directly into decision making.