



Involving Tenants Service Standards

Statement:

“to ensure that by taking part, tenants will influence and improve the services they receive as well as the communities we serve”

We support tenants to participate by attending our meetings and activities by providing transport and pay traveling and child care costs.

We will:

- Tell you about the latest news
 - *In Calon* - your newsletter (*published three times a year*)
 - by sending Performance Information annually in Calon and on Website.
 - by updating our website and social media as and when is necessary
 - with feedback reports.
- *Provide information about the opportunities available to participate in the booklet "Taking Part", which is available on our website, in our offices, or on request. Each new tenant will receive the leaflet.*
- *Ask for your opinion before reviewing any policy and procedures that are relevant to the services you receive.*
- *Ask for your opinion before making any changes to our services that may affect you as tenants.*
- *Hold events / conferences and a roadshow for tenants*
- Arrange Estate visits and inform you when we are in your area
- Carry out a full Tenant Satisfaction Survey every three years
- *Monitor our services through surveys, including questionnaires and relevant tenant focus groups.*
- Support tenants to hold meetings /estate discussions and establish new groups
- *Offer support and training to increase the confidence, knowledge and skills of tenants.*