

resident involvement

We value the views and opinions of all our customers and actively provide ways to encourage resident involvement at a level to suit each individual.

as our commitment to you we will

- Keep you informed of what we are doing through various means of communication.
- Organise consultation and community events.
- Be available on estate walkabouts.
- Offer a range of ways for you to comment on our services.
- Provide an annual report on our performance over the previous year.
- Ensure that all our customers receive a Residents' Handbook.
- Arrange an annual tenants' conference.

as part of our routine service we will

- Listen to your feedback and utilise this to make service improvements.
- Arrange special interest or focus groups for specific topics.
- Provide support and training for new and existing residents' groups.
- Work with others to support community projects.
- Encourage and support your involvement at a level that suits you.
- Actively encourage and promote involvement from all sections of the community.