How We Will Listen to You and Improve Our Services

Summary

We want tenants to have a real say in the services they receive. This strategy explains how we will listen to your views, keep you informed and use your feedback to make improvements.

What you can expect from us

We will:

- Treat you fairly, respectfully and professionally.
- Provide clear, timely and easy-to-understand information.
- Make it straightforward for you to ask questions, raise concerns or share ideas.
- Offer different ways for you to communicate with us and get involved.
- Make reasonable adjustments and provide information in accessible formats where needed.
- Explain how tenant feedback has influenced our decisions and services.

How you can have your say

You will be able to share your views through:

- Tenant meetings.
- Surveys and feedback following services.
- The Tenant Influence Panel.
- Service reviews and site inspections, where appropriate.
- Complaints, compliments and general feedback.
- Contact by phone, email, online form, letter or face-to-face.

We will also make extra efforts to hear from tenants and groups who may not usually take part.

How we will use your feedback

Your feedback will help us identify what is working well and what needs to change. We will look at comments, complaints, compliments and survey results to spot common issues, resolve problems earlier and improve our services.

We will publish a regular **"You said, we did"** update so you can see what tenants have told us and what action we have taken.

Our priorities for the next 12 months

We plan to:

- Check that the contact details and communication preferences we hold for tenants are up to date.
- Review and improve the information on our website.
- Carry out an additional tenant satisfaction survey.
- Strengthen the Tenant Influence Panel and increase representation from tenants in general-needs homes.
- Update our customer service standards.
- Provide customer service training for all staff.
- Create a programme of surveys, meetings and other opportunities for tenants to take part.
- Involve tenants more consistently when we review important policies and services.
- Publish clear information about our performance and what we have learned from complaints.

How we will check progress

Senior managers and the Board will regularly review tenant feedback, complaints, satisfaction results and improvement actions. We will look at whether tenants feel:

- We listen to their views and act on them.
- We keep them informed about the things that matter.
- We treat them fairly and with respect.
- We handle complaints properly and within the required timescales.

At the end of the year, we will review how well the strategy has worked and agree priorities for the following 12 months.