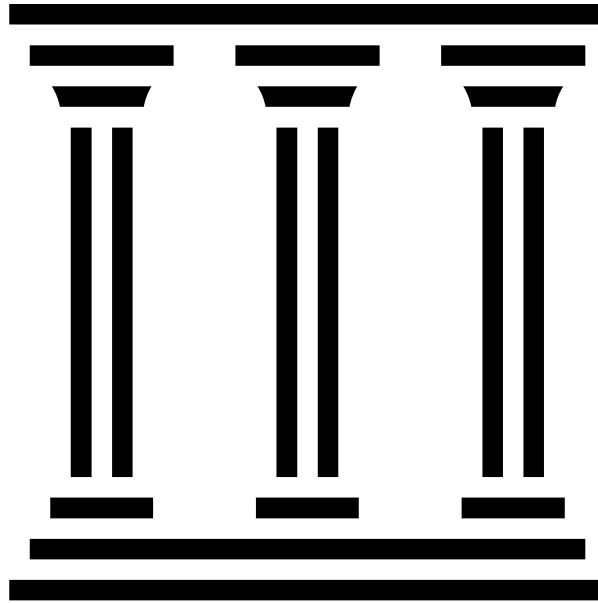




RESIDENT ENGAGEMENT COMMITMENTS

3 Pillars of Resident Engagement



ENGAGEMENT

Engage with residents effectively across Housing Solutions profile

Improve the way we communicate with residents



INVOLVEMENT

Provide residents with a range of methods to share their feedback

Meet the Consumer Standard Regulations to engage with and listen to residents

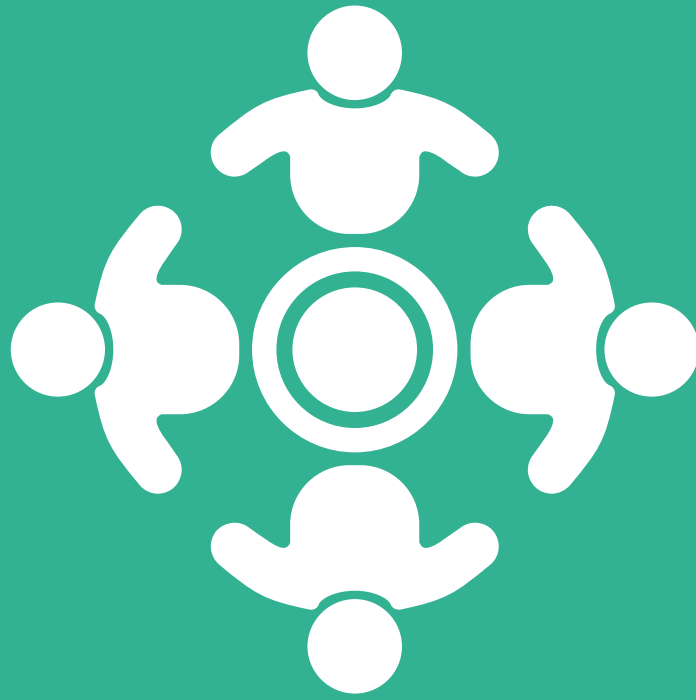


INFLUENCE

Actively listen and be accountable to resident feedback and acting on results

Ensure residents have influence of how we deliver services





LISTENING TO OUR RESIDENTS

We want to make sure our information is available to everyone.

If you need any of our information in a different language or other format like braille, large print, or audio CD, just fill in the form on our homepage at www.housingsolutions.co.uk

ی ک تاملولعم ی هب ی سک یرامه یم ی ڈی ی وی ڈی ای ٹنرپ ے ڈب ، لی رب ے سی ج لکش رگی دی ای نابز یرسود ی سک وک پ آ رگا
- یرهب م راف اہی فرص ، وت ے تروررض

Jeśli potrzebujesz którejkolwiek z naszych informacji w innym języku lub innym formacie, takim jak alfabet Braille'a, duży druk lub płyta audio CD, po prostu wypełnij formularz tutaj

ਜੇ ਤੁਹਾਨੂੰ ਕਸਿ ਵੱਖਰੀ ਭਾਸ਼ਾ ਜਾਂ ਹੋਰ ਫਾਰਮੈਟ ਜਵੇਂ ਕ ਬ੍ਰੇਲ, ਵੱਡੇ ਪ੍ਰਟਿ ਜਾਂ ਆਡੀਓ ਸੀਡੀ ਵਜਿ ਸਾਡੀ ਕਸਿ ਵੀ ਜਾਣਕਾਰੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਬੱਸ ਇੱਥੇ ਫਾਰਮ ਭਰੋ
صرقلا وأ ةريبكلا ةعابطلا وأ ليارب ةقي رط لثم رخآ قيسنت وأ ةفلتخم ةغلل انتاملولعم نم ي إ ل ةج احب تنك اذإ
انه جذوم نل ءلم يوس كي ل ع امف ، يتوصل طوغضم لا



We want to work with our Residents

Working together to solve issues

Engaging and listening to residents and organisations



We want to work in partnership with our Communities

By working with people who live in the homes we provide

Creating a positive environment and culture



Equality, Diversity & Inclusion

Housing Solutions values uniqueness and diversity.

It is committed to promoting diversity, inclusion and culture and will not tolerate discrimination of any kind.



We want to be Resident focused-safe, satisfied & sustainable

To keep residents and colleagues safe, provide value for money services for residents and fulfilling careers for colleagues

Deliver more effective services and more efficient homes



For our residents' voices to be heard

By holding us accountable

Supporting HS services

Co-designing solutions

Listening and giving feedback

Contact

For any further information please email
residentengagement@housing-solutions.co.uk