

# Community Engagement Activities

## End-of-year snapshot 2024/25



72

Tenants attended our Annual General Meeting

85

Tenants signed up to become members this year

382

Members took part in our activities over the last year

429

Tenants engaged with us through 46 community pop-ups

£16,204

Awarded through the Community Fund to support 8 projects which aim to create safer and greener communities. Also funded over £1,000 to enable transport for trips to promote social inclusion

59 Gateway2You sessions bringing our services to our communities – engaging with 133 tenants and residents

Alotments - all 14 plots let providing a community asset for tenants and residents to enjoy

Held 7 Days of Action in partnership with the local Police and agencies - feedback has helped to shape our Community Investment projects - looking to reduce crime through projects and environmental improvements

Developed a new Community Empowerment Strategy and Engagement Framework in partnership with tenants

109 new tenants joined the Facebook Group – taking the total number of members to 590

### You Said

It is important to promote the enforcement work we undertake to help tenants to feel safe in our communities

You supported the introduction of a Good Neighbourhood Agreement to help to reduce neighbourhood issues

Instant assistance would be useful on our website

Mental Health support services for men would be beneficial in our Extra Care schemes

You would be happy to receive rent statements annually

### We Did

Introduced flyers that will now be delivered to tenants in areas where we have undertaken enforcement activities to raise awareness

Produced an agreement based on tenant feedback that will be rolled out in our communities

Developed and introduced a ‘Knowledge Bot’ onto our website

Arranged for a local support service to attend a scheme to promote their service

Reduced the number of rent statements we send from 4 to 1 a year

2 Winter Warmer sessions – attended by 37 tenants, providing help and advice on how to keep warm safely

“Thank you for providing the local drop-ins. It was very handy being able to go round the corner.”

1,926

Views gathered across 56 consultation activities

1,204

Tenants engaged with us this year

### Members took part in three Scrutiny reviews:

- Access to services and outcomes
- Tenant Voice in the Void and Allocation Process
- Written Communications

### Here are some of the recommendations made to improve our services:

- Enhance monitoring of written communication to ensure responses are provided to tenants within two working days
- Improve communication of the Empty Homes Standard so tenants are aware of the expected property condition when moving into their new home
- Enhance the training our call handlers receive, helping us to increase customer satisfaction

Worked with tenants to make sure our information is accessible, clear and easy to understand through our Tenant Talk sessions and online testing. As a result of tenant feedback, we have introduced:

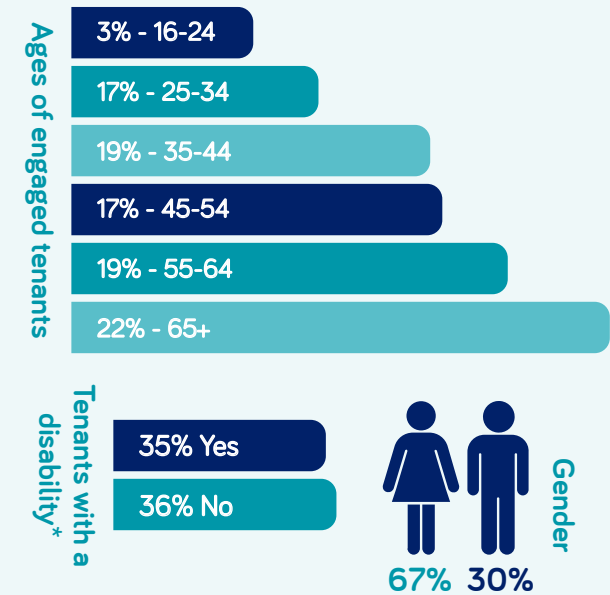
Assistive accessibility for digital content

Videos that are fully translatable

New leaflets in a clear and easy format

A new modern, accessible website

### INCLUSIVE ENGAGEMENT



\*Does not include those who did not provide data

Held 12 Spotlight Sessions that allowed tenants to find out how we deliver our services and take part in shaping future changes - 154 attendees

145 tenants signed up to our Tenant Hub this year - taking the total number of members to 1,150 and 5,925 total visits

Worked with tenants and colleagues to create a brand-new set of Customer Service Commitments – setting out the standards you can expect to receive from us. 120 tenants actively got involved in helping us to create them through online and in-person activities

Meeting the standard - focus group

Met to carry out a review of our performance against the new Consumer Standards - helping us to ensure we are meeting the standards set