

SERVICE STANDARDS

Involvement & Communications

We positively encourage resident involvement in shaping the delivery of the services we provide. We understand that residents commit their own time and effort to taking part in engagement activities. We want to make it as convenient as possible for residents to have their say and make it worthwhile. This Service Standard explains how we will involve and communicate with residents.

How you can get involved

You can:

- Join a Residents' Association or other local resident group on your estate or set one up if your estate does not have an established Residents' Association
- Join the Housing User Board (HUB), our virtual consultation group
- Take part in focus groups and meetings for one-off projects
- Attend our regular estate walkabouts and drop-ins
- Have your say by completing our annual satisfaction survey
- Complete a service specific feedback survey after contacting us (e.g. for repairs, or new lettings)
- Provide feedback through complaints and compliments

How we will help

We will:

- Provide assistance and advice to residents who want to set up a resident group on their estate
- Run our HUB and other methods of consultation which will enable residents to share their thoughts on a range of topics
- Give practical help to residents' associations, such as printing and venue hire
- Offer help and advice to residents on holding estate events
- Make our meetings, consultations and events as accessible as possible so everyone can take part if they want to

Sign up to the City of London Housing Service Mailing List <https://bit.ly/col-sign-up>

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Responding to feedback

We will:

- Acknowledge and respond to your feedback through the HUB and any consultations we hold, updating you on the outcomes
- Use your views to inform decisions on service improvements throughout the Housing and Repairs Service
- Publish the results of our annual survey online and in your Annual Report for Tenants
- Keep you updated on changes to policies or services via our website and other communications

When you are involved or contact us

We will:

- Treat your views and opinions with respect
- Be polite, helpful and courteous
- Treat your information and personal data confidentially
- Be mindful of any access needs you may have
- Communicate with you in the way that suits you best

How we will monitor this standard:

- Through the compliments and complaints we receive
- Via our annual tenant satisfaction survey, and our service specific customer satisfaction surveys (e.g. repairs and maintenance and lettings)
- Through resident scrutiny
- By complying with the Tenant Involvement and Empowerment standard as set by our Regulator
- Through our Resident Engagement Key Performance Indicators

Communications


We will:

- Publish the '@home' magazine for residents in the Summer and Winter every year, making this available online, with hard copies available in estate offices and by request
- Distribute a monthly '@home' residents' e-newsletter to our mailing list and publish on our website
- Communicate regular service updates, promote events and tell you about involvement opportunities on our estate social media (Facebook and Twitter)
- Publish a quarterly newsletter for those using the Golden Lane and Portsoken Community Centres
- Ensure our Housing webpages on the City of London website are up to date, clear and relevant
- Publish important information on our website, such as policies and tenant/leaseholder handbooks
- Publish an Annual Report for Tenants by September each year

Useful contact details

Resident Involvement Team

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