Resident Communications and Engagement Strategy Principles

Commitment to working together - from idea to implementation

IDEA
- Consult with Housing User Board
- Revise Idea
- Take to Committee
- Changes based on Committee recommendations
- Implement to residents and staff

Sustainable Community Engagement - supporting residents to participate

RESIDENT IDEA
- Discussions with Estate Team
- Set up meetings
- Use Toolkit
- Funding applications
- Resources

ACTION
- Organise event or activity
- Signposting internally and externally
- Partnerships
- Evidence/success measured
- Legacy project

Supporting Social Wellbeing - connecting residents to activities and services

1. Recognising social isolation
2. Neighbour Network
3. Community Connectors
4. Mediation
5. Time Credits

Communicating effectively with our residents - sharing our work through a variety of channels

Feedback
- Complaints
- Talkback cards
- Annual survey
- Website
- Open meetings
- Estate walkabouts
- Estate improvement budgets
- Residents' celebration day
- Residents' groups/associations
- Time credits

Information
- Newsletters
- Weekly bulletins
- Estate plans
- Posters and leaflets

Engagement

Participation