

Resident involvement service standard

We're committed to putting our residents at the heart of everything we do. To achieve this we will aim to:

- ✓ Consult with you on issues which affect your home and community.
- ✓ Ensure our residents are involved in shaping and developing our services.
- ✓ Encourage you to help us monitor our services, and keep you informed about how your views influence our decisions and actions.
- ✓ Make sure that all our resident involvement activities provide good value for money.
- ✓ Encourage, support and give advice to residents' groups to explore options on how they can develop their knowledge and skills.
- ✓ Widen the options for all our residents to get involved and Make a Difference at a level and in a way that suits them.
- ✓ Use plain language when communicating with residents and provide translation and information in a range of formats on request.
- ✓ Send residents our quarterly newsletter and make sure all our leaflets are regularly updated.
- ✓ Use our website and newsletter to keep residents informed and seek their views.
- ✓ Invite residents to our annual resident conference.
- ✓ Make it easier for residents to become involved and Make a Difference by helping with things like travelling expenses, childcare costs, carer costs and stationery.



Building 2
Riverside Court
Bowling Hill
Chipping Sodbury
BS37 6JX

www.merlinhs.co.uk

We want to know when we get things wrong so we can make sure we get them right the next time. If you think you haven't received the best service from us, please let us know. Equally, if you think we've done a good job, please get in touch. There is a range of ways you can make a complaint, give us a compliment or just comment about our services, and more information is available in our leaflet "How to make a complaint or give feedback."

We want to be an organisation that treats everyone fairly. It is vital that you let us know if you feel you have been treated differently by one of our staff because of your gender, race or ethnicity, age, sexuality or ability.

The information on this leaflet is also available in other languages, in larger print, Braille or on audiotape. Please contact your housing officer if you need any of these services.