Council Housing Management Service

Resident Involvement Commitments



Our Commitment to You

We encourage residents (tenants and leaseholders) to get involved and help improve our housing services.

We value the time, ideas, and feedback that you share with us.

We want to make it easy for you to have your say and make a difference.

These Resident Involvement Commitments explain how we will listen to you, work together, and keep you informed.

The **Resident Approved stamp** shows that residents have had their say.

When you see this stamp, it means residents have helped shape or improve services.

Listening and Acting

We will:

- Listen to you and take your views seriously.
- Treat you with respect, honesty and openness.
- Use your feedback and tell you why if we cannot make a change.
- Show how feedback has helped us make changes through "You said, we did" updates.
- Use feedback to make our services better.
- Make sure staff are available to help you when you need support.

We ask you to:

- Share your views, experiences and ideas.
- Tell us when things are not working well.
- Be respectful and work with us to find solutions.

Providing Opportunities to Get Involved

We will:

- Offer different ways for you to get involved.
- Ensure you can take part in a way that suits you.
- Explain why we are asking for your views and what will happen next.
- Make it easy and worthwhile to get involved.
- Encourage people from different backgrounds to share their views and ideas.

We ask you to:

- Take part when you can.
- Choose how much you want to be involved.
- Tell us if the ways to get involved do not meet your needs.

Communication and Feedback

We will:

- Keep you informed before, during and after activities.
- Give updates on decisions and actions as soon as we can.
- Use clear and easy-to-understand information.

We ask you to:

- Keep your contact details up to date.
- Read and reply to messages when you can.
- Ask questions if anything is not clear.

Measuring Impact

We will:

- Check how well resident involvement is working.
- Tell you about changes and improvements we have made.
- Use your feedback to improve how we work with residents.
- Show how your involvement helps improve our services.

We ask you to:

- Give honest feedback about your experience.
- Take part in surveys and feedback activities when you can.

Cheshire West and Chester

Making Participation Easy for Everyone

We will:

- Make sure everyone can get involved.
- Adapt our approach to meet different needs.
- Offer different ways to take part, including online, by phone and face-to-face.
- Identify and remove barriers that make it harder for people to get involved.

We ask you to:

- Let us know if you need support to get involved.
- Help us understand how we can improve accessibility.

Working Together to Improve Services

We will:

- Work with you to help shape services and policies.
- Involve you early when decisions are being made.
- Work with community groups and partners.
- Value and thank you for your contribution.

We ask you to:

- Work with us to make services better.
- Share your ideas and suggestions, as well as any concerns.
- Respect the views and contributions of other residents.

Your Voice Matters

We will:

- Give you real opportunities to help shape decisions.
- Support you to ask questions and challenge our services.
- Work with resident groups and representatives.
- Keep our promises and be accountable for our actions.

We ask you to:

- Give feedback in a fair and balanced way.
- Respect other people's views and opinions.
- Use the right ways to raise concerns or challenge decisions.

Working Together

We welcome your involvement and value your views. Your ideas and feedback can help improve our housing services.

By working together, you can help shape decisions, improve services, and make things better for everyone.



Getting in touch

Telephone:
0300 123 7724

Out of Hours:
0300 123 7724

Post:
Council Housing Management Service,
Cheshire West & Chester Council,
The Portal,
Wellington Road,
Ellesmere Port,
CH65 0BA.

Website: www.cheshirewestandchester.gov.uk