

RHA /

Tenant Involvement



OUR COMMITMENT

2022-2026

RHA / Tenant Involvement – Our promise

We are committed to hearing your views when we plan our services, so our commitment (promise) is to listen to you and to learn from your feedback.

We want to work with you and have your feedback and ideas on:



- 1. Policy decisions**
– changes to the way we work



- 2. Services tenants receive**



- 3. Plans and priorities**

/ Ways to be involved

You can:

Get INFORMED

receive information about our services and important issues or updates, as well as news on event and projects.

You can:

Get TOGETHER

help us improve services by sharing feedback and ideas at tenant events, through RHA On The Road, community meetings or tenant and resident groups.

You can:

Get INVOLVED

review and Influence the way we work and share your thoughts on our plans and services, through completing the surveys we share (quick and easy), or through our Get Involved groups.



More information on our Get Involved Groups and the work they do.

Tenant Group	Area of work
Eco RHAngers	Looking at your home and local environment, aiming to work in ways that are better for the planet and better for us.
Health and Safety	Looking at how RHA keeps tenants and staff safe.
Equality, Diversity & Inclusion	Helping us to make sure our services and projects work for everyone.
Development	Helping us understand what's important to tenants when we are building new homes.
Community Projects	Working with us to decide what projects are important to tenants and how we can better support our community.
Communications	Supporting us to communicate well with tenants. Are we communicating the right things, at the right time, in the right way?
Repairs and Maintenance	Working with our Repairs and Maintenance Teams to look at the work we have planned, tenant satisfaction and if we can be better.
Tenancy Matters	Looking at how we manage things like antisocial behaviour, rent collection and allocating new homes.
Complaints and Satisfaction	Reviewing our satisfaction feedback and complaints, to see what we're doing well and what we can improve on. Sometimes helping us carry out important surveys, to find out what's important to tenants.
Governance and Regulation	Completing our feedback reports to Welsh Government, making sure we are doing all the things we should be doing and that we are doing them well.
Youth Committee	A young tenants group – just for our young tenants, who help us to make sure we know what young people need and want from RHA.
Tenant Committee	Representatives from each Service Group, they meet 4 times a year to share updates on the work of all groups.

/ Making involvement easy for everyone

We promise to support you to get involved in the areas of RHA that matter most to you (e.g. how we manage our homes or how we plan repairs), with activities and projects that are flexible and easy to take part in.

We want taking part to be as simple as possible, we will always offer hybrid meetings (online and in person) so that all tenants can attend. We will be flexible with the time of meetings if that makes it easier and you can bring a friend if that makes you feel more comfortable. You can share your views through surveys if you don't have time to attend meetings.

/ For more information or to sign up to get involved you can:



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RHA/GetInvolved

Sign up here

<https://forms.office.com/r/64RCZ1erhM>

