



Ways to have your say

To find out more about how residents can get involved in Solon, ask for our leaflet or call 0117 916 7768.



Tell us what you think

How residents help us to improve the Solon housing service

Call Solon
0117 916 7768

Resident involvement

Solon residents have many different ways to tell us what they want from our service. We work to enable all residents to have a strong voice, be involved and give us feedback on the service we provide.

→ To help you have your say about us we will:

- keep you informed in a variety of ways, including via the resident newsletter, the annual report and the website
- offer a range of ways for you to get involved in shaping, monitoring and delivering our service, so that you can be involved in the way, and for the amount of time, that suits you
- make sure that you are effectively involved in decisions at an early stage and act on what you say, or tell you why we cannot act
- involve you in producing and reviewing the Resident Involvement Strategy, the ways to get involved, the resident newsletter, policies and procedures and other key documents
- support new and existing residents' groups
- have at least 2 (we aim for 3) Board Members who are residents.

→ To improve resident involvement we will:

- continue to develop ways you can become involved and work with all sections of the community, especially under-represented groups
- give you support, training and quality information so that you can be involved in a meaningful way
- pay expenses (travel, childcare, etc.) so you are not out of pocket
- tell you how your involvement has influenced or changed our service – we will let you know personally and provide details of changes in the resident newsletter
- keep up-to-date records of all residents who have expressed an interest in getting involved, and consult them regularly
- monitor how happy residents are with our key services, including opportunities to get involved and influence the organisation
- set targets for how many residents will be involved in each way.

→ To help us to hear your voice in Solon you will:

- tell us if you want to become more involved
- tell us what you think we could do to improve our service
- respond to satisfaction surveys and other requests for feedback.