

# Tell us what you think

How residents help us  
to improve   
the Solon housing service



Call Solon  
0117 916 7768

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Residents help Solon to improve our service. They do this by giving us their views. If more residents get involved, our service works better for everyone.

## What you say counts

We change and improve what we do with the help of residents. We would like to hear what you think about the Solon service. For example, you can comment on:

- Any Solon service
- Property maintenance
- Training days and support services
- Community matters

## What to do first

Have a look at the choice of ways residents can be involved. Then call **0117 916 7768** to tell Solon what you would like to do or to find out more information.

## Learn to have your say

Becoming more involved helps to build skills, confidence and knowledge. Solon provides **training** and **support** for all residents who want to become more active and help us make things better.

We listen to all our residents and encourage everyone to tell us what they want from our day-to-day service.

If you need a large print version of this leaflet please ring 0117 916 7768



## Get involved for a few minutes



### Just pick up the phone

Call Solon with your comment or query.



### Join a telephone panel

Let us phone you from time to time to hear your views. Call Solon to join a panel.



### Suggestion box

You can phone, email, write or use our suggestion box in reception. Email us at: [suggestion@solonswha.co.uk](mailto:suggestion@solonswha.co.uk)



### Surveys & questionnaires

From time to time we seek residents' views through phone surveys and questionnaires sent to your home. Every 3 years we carry out a main survey to get feedback from all residents.

Call **0117 916 7768** to tell us how you would like to get involved

## Get involved for a few hours



### Regular meetings (see below)



### Consultations How often: occasionally

We consult residents on many issues – from rent increases to improvements and major repairs. Let us know if we can contact you by letter, email or phone.



### Focus groups How often: occasionally

From time to time we ask small groups of residents to work with us on different issues.



### Newsletter panel 4 times per year, 2 hours

Residents are involved in the design and content of the quarterly newsletter.



### Solon Board At least 7 times per year

The Board of Management aims to have a minimum of 3 resident members. This provides representation at the highest level. Training and support is provided.

## The Solon resident meetings



### Residents forum 4 times per year for 2 hours

Solon has **regular meetings** and we encourage all residents to come along. The residents forum is an informal meeting of residents and staff. It is **open to all** to discuss services, policies and improvements. We cover **transport** and **childcare costs** and even provide food at the meetings.



### Maintenance forum 3 times per year for 2 hours

Solon residents asked for a **better maintenance service** so this forum was set up so we could improve things. Residents have already helped Solon appoint **new contractors** and brought other improvements. The forum helps make sure residents receive good information about the service they can expect.

See the newsletter or website for dates of next meetings or call Solon on **0117 916 7768**.

## Translations

If English is not your first language  
and you need a translation,  
we can get one for you.

### ALBANIAN

Nese anglishtja nuk eshte gjuha juaj amtore dhe kemi nevojë për një përkthim, ne mund t'ju sigurojmë atë.

### BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন  
অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

### CHINESE

如果英文不是您的第一語言，而您需要翻  
譯的話，我們可以為您安排。

### GUJARATI

જો તમારું પ્રથમ ભાષા અંગ્રેજી ન હોય અને તમને  
આવંતરણની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

### HINDI

चदि अंग्रेजी आप की पहली भाषा नहीं है और आप  
को अनुवाद की आवश्यकता है तो यह हम आपको  
प्रदान कर सकते हैं।

### KURDISH

Heko Ingilîzî zimanê we yê yekem nîne û pêwîstiya  
we bi wergerê haya, em dikarin yekî ji we re bibînin.

### POLISH

Jeżeli język angielski nie jest Twoim  
językiem ojczystym i wymagasz  
tłumaczenia, możemy to zapewnić.

### PORTUGUESE

Se o Inglês não é a sua língua  
materna e precisa de uma tradução,  
nós podemos obtê-la.

### PUNJABI

ਜੇਕਰ ਅੰਗਰੇਜ਼ੀ ਭਾਸ਼ਾ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ  
ਦੁਆਰਾ ਦੋ ਜਗ੍ਹਾ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ  
ਕਰ ਸਕਦੇ ਹਾਂ।

### SOMALI

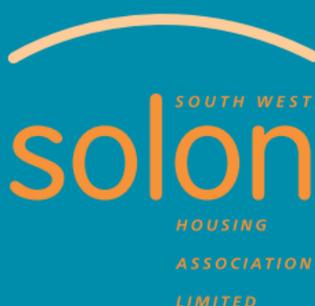
Haddii Ingiriisku aasnu ahayn afkaga kowaad ee aad u  
baahan tahay furjumaad, aasagaas kaa samayn kano.

### URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو  
ہم آپ کے لیے ترجمہ کر سکتے ہیں۔

### VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch,  
chúng tôi sẽ giúp quý vị một bản.



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