

## SHAL's Community Chat (communication)

Thursday 3 March 2022

Lee Barrett led a discussion about communication.

### Background

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Rather than talk about the different methods of communication we talked about communication generally.

Poor communication can lead to misunderstandings, mistrust and conflict – and can be one of the main reasons why someone makes a complaint.

**We want to explore how we can improve how we communicate to prevent misunderstandings, conflicts and complaints.**

We talked about the different types of communication including:

- Inform: one way (e.g. raising awareness, up-dating etc)
- Consult: two way (e.g. sharing information, having a discussion and coming to an agreement or understanding)
- Involve: collaboration and sharing ideas (e.g. co-creation and co-regulation)

We do have different ways to communicate including:

- Face to face (including Community Chats)
- Telephone & text
- Online account & email
- Facebook, Messenger & videos
- Post & newsletter
- Surveys

## Surveys

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We talked about the different types of surveys we carry out:

- Transactional: were you happy with what just happened (e.g. the repair we just completed or the home we just let)
- Perceptual: how do you feel about something more generally (e.g. the tenant satisfaction survey we complete every few years)

Our last perceptual survey was in 2019. We're hoping to carry out another one this year and **we'll be coming out to everyone to ask for ideas about what could be included.** We had input in 2019 – and we had a great response rate too.

[You can see the results here.](#)



## Our Commitments

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We re-visited the Commitments we agreed last year and these will form the foundation of our Community Chats going forward. We focussed on the 3 Commitments that relate to communication:

### **Commitment 2: build strong relationships**

We will treat each other with respect and be open and honest with each other. Our relationships will be:

- Polite, friendly and mutually respectful
- Understanding of differences
- Honest, positive and helpful
- Between people and not “positions”

### **Commitment 4: include, listen and understand**

We will seek and value opinions to help improve what we do and how we do it. We will:

- Ensure everyone has a voice and is listened to without fear or judgement
- Provide clear, accessible and timely information
- Provide different ways and opportunities to communicate and be involved so everyone feels comfortable
- Involve our community in decision making

### **Commitment 5: be transparent and accountable**

We will be open and transparent and work together to develop our understanding. We will:

- Be fair in our approach and help people understand our decisions
- Share how we're performing, including when things go wrong
- Ask each other how we can develop and improve what we do
- Learn from our mistakes and resolve differences by listening to each other

[You can find out more online.](#)



## Different ways of communicating

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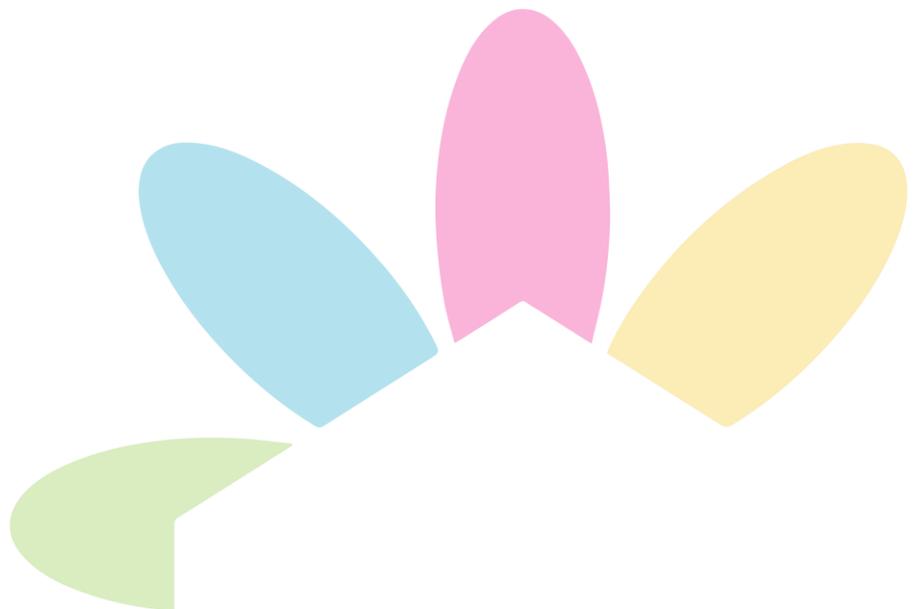
We talked about the different ways we're communicating now. We produce our newsletter twice a year with input from everyone in the community and this is shared on Facebook, on our website and by text and email. Everyone has the opportunity to ask for a copy in the post and around 50 tenants request and are sent a copy in the post each time.

We shared information on the government's schemes to help people with the increase in the cost of living online, on Facebook and by email and email. We also gave everyone the opportunity to have a copy sent in the post by sending the word "POST" to our text number. Over 130 were printed and sent.

We're also creating series of videos on our Facebook page including:

- Your tenancy explained (10)
- Looking to move? (3)
- Flood awareness (6)
- Fire safety (9)
- Warmer homes (8)

**We want to give everyone every opportunity to get involved and communicate with each other in whichever way is comfortable for them.**



## Find out more

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If you'd like to find out more you can check out our website and Facebook page (and group) or you can give us a call on 01278 444344.

