

SHAL's Commitments

Commitment 1: create a strong community

We will work together to create "SHAL Communities". Our communities will be:

- Strong and safe for everyone
- Where we're proud to live and work
- In person and online
- Here for you when you're ready

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 3: provide quality homes and services

We will provide good quality services and homes that are well maintained and safe. We will always seek to develop and improve what we do and how we do it. Quality homes and services will ensure:

- Tenants are safe at home, can pay their rent, are good neighbours, look after their home and are part of their community
- Everyone has what they need to look after their home, themselves and their loved ones
- We work together to provide help and support for those who need it and do the right thing for the right reasons at the right time
- We continue to provide affordable homes for rent and, where we can, help people into home ownership

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

Living these commitments

These commitments have been co-created by SHAL and its tenants with help from the Housing Quality Network. They are based on the Together with Tenants Charter published by the National Housing Federation in 2019 and incorporates both the Green Paper published in 2018 and the White Paper published in 2020.

We will work together to embed them across all our services and communications, including internally.



Resolving conflict and disagreement

We won't always agree with each other or decisions that are made. Having an open, honest and fair conversation with those involved can help resolve conflict and disagreement.

For example, this conversation could take place between SHAL and a tenant or between two tenants in a community. The questions should be asked in order, starting at the top and working down. Both parties speak freely and without interruption and agreement is reached at the end.

The individual or organisation being caused upset or harm	The individual or organisation causing upset or harm
"What happened?" "What were your thoughts at the time?" "What have your thoughts been since?" "How has this affected you and others?" "What has been the hardest thing for you?" "What do you think needs to happen next?"	"What happened?" "What were you thinking about at the time?" "What have your thoughts been since?" "Who has been affected by what you did?" "In what way have they been affected?" "Is there anything you want to say?" "What do you think needs to happen next?"

The questions are the same to ensure a fair process and everyone is aware of the affect of actions taken and decisions made.

