

SHAL's Community Chat 2023-10

Planning the roadshow and responding to mould in the colder months

We chatted about the response rate to the tenant satisfaction survey over the summer. We had a response rate of 39% which was great. We're working our way through the results and all the data – there's quite a lot.

We had a chat the best way we can share the results with everyone. We're planning a roadshow where we'll be meeting in Hamp, Newtown and Sydenham as well as Nether Stowey, Taunton and Woolavington. We're hoping to get close to as many communities as possible but it may still mean a drive for some of you.

It was suggested we pick up one or two themes and discuss them on a monthly basis. It was agreed the timing of the chats was OK. What do you think?

Community Chats

Around 70% of you have heard of our Community Chats and we're hoping our message is getting out there that people can get involved in whichever way they feel comfortable (e.g. listening in). The chats always end up going in different directions and they're an incredible source of information and feedback.

Newsletter (Grapevine)

A similar number of you read our biannual newsletter (Grapevine). A number of you shared ideas for content, including: more information about the Hub at Angel Place, Somerset Skills and Learning, celebrating good news stories and our project with the Men's Shed.

Keep your eyes peeled for the Autumn/Winter newsletter published this week online and on Facebook.

Damp, mould and condensation in the colder months

We had a chat about responding to reports of damp, mould and condensation as we head into the colder months. We want to reassure and encourage people to report problems their experience with damp, condensation and mould. Back in June/July we sent everyone a text

message saying just that. We asked for feedback about the message and it was generally positive.

As we move into the colder months we'll be issuing reminders regularly and sharing information about causes and solutions. We know energy prices remain high and this could make the problem worse if people struggle to heat their homes.

We're now increasing awareness of the problem with other contractors we work with and both they and our maintenance team will be proactively asking you if you experience problems when they visit you to make repairs.

At anytime you can text MOULD to 07984355553 to get more information and a callback.

Look out for more information about the roadshows!

