

SHAL's Community Chats 2024

We're looking ahead and planning our Community Chats for the year.

We want to keep the conversation going about our recent tenant satisfaction survey, your priorities and how we can work together to provide quality homes and services.



SHAL's Community Chats 2024

When

What

January

Promote our *Roadshows* and *Meet 'n' Greet*s
What, where, when... and who?

February

Priorities for improvement

How do they compare to last time? What do they mean?

March

Neighbourhood and community

What are we up to? How can we raise awareness?

SHAL's Community Chats 2024

When

What

April

Money matters

How can we support people who are struggling financially?

May

The home

How are we improving the energy efficiency of our homes?

June

Repairs service

How can we support people to maintain and improve their homes themselves?

SHAL's Community Chats 2024

When

What

July

Customer services

How can we improve what we do and provide the same level of customer services to everyone?

August

Complaints

What sort of complaints do we receive? How do we work with the Housing Ombudsman?

September

Communication

How can we improve how we communicate with everyone?

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If you'd like to find out more you can email Lee@shal.org or take a look at our website:

www.shal.org/category/community-chat

The collage features several overlapping documents and social media posts:

- Tenant satisfaction measures:** A purple document with a house icon and the text "A summary of our requirements".
- Measuring our performance – and your satisfaction:** A white document with a sad face icon and the SHAL logo.
- SHAL's Community Chat 2022-22:** A document titled "Damp, condensation and mould" with a list of questions and answers regarding property issues.
- SHAL's Community Chat 2022-03 (Strategic Priorities):** A social media post featuring a timeline from 2018 to 2022 and a video player.
- SHAL's Community Chat 2023-08:** A document titled "Accessing our homes" with a table of check types and durations.
- Working with you to keep you, your home and your tenancy safe:** A document with a photo of a person holding a cat.
- How do we become angry?:** A document with a sad face icon and the name "Amy Fleming".
- Energy efficiency investment programme:** A document with a list of bullet points.
- SHAL's Community Chat 2023-08 (Presentation):** A social media post with a diagram showing "Stage 1", "Stage 2", and "Ombudsman" steps.

Meet 'n' Greet 2024

*We're on the
road!*

In addition to the hybrid Community Chats we'll be holding meet 'n' greet events around Bridgwater and Somerset.

Keep your eyes peeled for dates and locations and we'll hopefully see you at one of them soon!

We're proud to provide safe, warm and affordable homes in our community.

