

## Community Chats

Have you been to a community chat?	
Yes	No
<p>The last meet n greet was my first. It was nice to talk to someone and not a machine and I would go again.</p> <p>It was good and you listen and things get done.</p> <p>I like meetings with a beginning a middle and an end. I like it spelled out at the beginning. For example: "Today's talk (not chat) is why SHAL has decided to upgrade all of its properties over the next 2 years at the expense of buying new properties."</p> <p>They are informative.</p> <p>I learnt nothing relevant and the random things that were delivered as a reward for attending were a waste of money.</p> <p>I felt it wasn't needed.</p> <p>Haphazard no direction.</p> <p>It was informative.</p>	<p>Don't know what to expect or how it works. I have anxiety and mental health issues so it's a bit scary for me.</p> <p>I don't do much on the internet or travel by bus easily.</p> <p>I've become very unsociable since the pandemic and don't feel the need to mix with people I don't know r wish to get to know. I'm basically not interested in anyone else's opinions.</p> <p>I have not heard of community chats.</p> <p>Not interested unless it means reduced rents or more house improvements.</p> <p>Sorry not for me.</p> <p>It is difficult to reconcile working shifts with one meeting date. You can organise meetings with residents on the same topics on different dates.</p> <p>Not sure of who and what these things are about. I can remember seeing them mentioned but didn't engage. I work and didn't feel I needed to be part of this.</p> <p>Mainly due to my working hours.</p> <p>Timings, giving kids tea. Location.</p> <p>Timings - work shifts.</p> <p>Not my thing.</p> <p>I suffer with severe anxiety and have health issues currently I have messaged and explained this to lee in a email I'm happy with everything besides just the parking situation on greenfield road I mentioned recently to housing officer due to safety thanks</p> <p>Don't think our opinions would be acted on.</p> <p>Have to work.</p>

Times are when I'm busy or tired after work.

Can't see the point.

Time its on.

I am not a people person.

The time isn't good for me. I'm usually traveling home from work at 6pm.

Bad acrophobia.

## How can we encourage more people to come along?

Be as honest on the phone as you were at chat thingy.

Very difficult. I do not know other people's situation. Please don't bribe. They would be more interesting with more people.

I don't think you can, it's a personal choice, people will only join when they have something to moan about personal to them, unfortunately that's the way things are.

Make it relevant. Explain to people why Shal has stopped respecting the fact their properties are our homes.

I'm not sure it's a service Tenants want or need ? As you've mentioned, 'spare' time is rare so if imagine this is possibly just another thing some may feel would be on the least of their priorities to attend.

What is this meeting for? What are we trying to achieve.? How do we start? How do we conclude? How do we measure success or otherwise?

Make the times more accessible.

## What would encourage you to come along?

Nothing would encourage me to come along. I could make a suggestion to you which might encourage more people to come along. Hold a fun day with free food, drinks and activities for children and staff present. People will then have the opportunity to mix, ask questions and get answers.

Nothing really.

Nothing.

Greater interest in residents every day, not just when you need to do a checkup.

Unfortunately nothing. Like I said, I don't like the internet or travelling by bus.

Explanation.

Time, interest, where they are held. Who are these aimed at? I will always read letters but not always take note of online messages.

Maybe instead of having them in Bridgwater come to the villages sometimes.

Daytime chats, kid friendly.

Have them at the WEEKEND!

Nothing.

None I'm not so mobile currently due to health and pain and online is not my thing either with group and social interactions thanks.

Day and time.

Nothing as I believe Shal has lost all belief in what a Tennant wants.

To be on a Monday morning when I've got day off.

If they truly listened to tenants needs.

Holding in daytime and being able to bring baby.

If my partner was free to come with me.

Later in the evening.

Nothing.

SMS.

## Other

Be more open with tenants.

What happened to the Better Social Housing Review? Have we put any of it into action?

What is SHAL's purpose? What does "Ltd" mean?

How do SHAL's finances work? Are our homes safe? Will you be getting rid of older homes? Anxiety.

What can we get excited about? Monthly news? "This month we have..." Can we have "local" newsletters/up-dates?

Can we have leaders from within the community to ask questions (tenant to tenant)?

Need a proactive community presence.