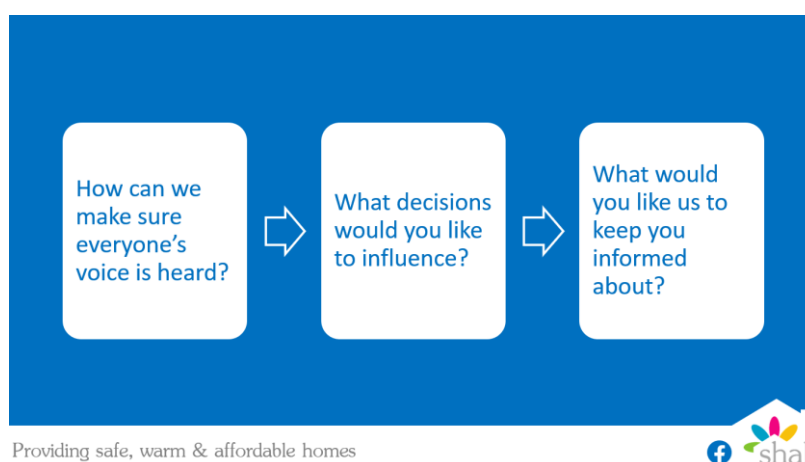


SHAL's Community Chat 2024-06

Time for a change?

The Community Chats started back in 2020 and we had a great run. However, the numbers have dropped off gradually since then. We accept things change. The biggest change since 2020 is that we've returned to our "normal" ways of working and living and we no longer have to "stay at home". We're leading busy and challenging lives and any spare time we get is precious. "Popping along" to a Community Chat may not be high on the list of priorities for most people.

We get it. We just want to make sure everyone's voice is heard (in whichever way is comfortable) and you receive information, help and advice on what's important to you.



We want to make sure people can have their say and feel like they're listened to. We want to work with people to increase understanding and improve relationships.

The way we do that is different for different people – and different communities. We're holding a series of focus groups to explore certain subject in depth including repairs and maintenance and how we can help people who are struggling financially. Some ideas we had were:

- Have an **"open day" or regular localized "Community Cafes"** where people are free to come to the office and meet people and find out more about what we do and how we do it – and put all important faces to names they see and voices they hear.

- Publish regular **localized newsletters/bulletins** that shares information relating to your local area/community and invite contributions from people in those areas.
 - Is there good stuff going on that we could get involved with or help promote?
- Use people's **individual experiences** to share what we do and how we do it.
 - Having a "real person" share their experiences will help others see/hear themselves and could encourage more involvement/feedback.
- SHAL needs to **demonstrate it listens** to tenants.
 - What changes has SHAL made after listening to people?
 - How have people influenced decisions or the creation of the commitments and strategic priorities?
- **Work differently in communities** where there's only 1 or 2 homes.
 - SHAL's influence on and positive contribution to those neighbourhoods is limited because its presence is small. For example, we can help someone experiencing ASB and take action if a SHAL tenant is responsible but we can't if all the surrounding homes are managed by other providers or private landlords or are homeowners.
 - We need to recognize this and make sure those people don't feel excluded and receive the same level of information and support.
- **Communicate decisions** that are taken – and the reason behind them.
 - There was a discussion about only "taking in" information that impacts you.
 - We live in a world of information overload and we can't take everything in – and sometimes we only take something in if it impacts us personally.
 - Be clear with expectations and objectives. For example:
 - What decisions can people influence?
 - Are we asking for people's views before we make a decision?
 - Are we informing people we've already made a decision?
 - Will feedback change anything?
 - How can we help each other understand and "bridge the gap" if we don't agree on something?
- **Be where people are** to make it easier to engage with people in their communities and as part of their day-to-day life. For example:
 - Schools
 - Supermarkets and shopping centres
 - Public transport hubs

Want to know more?

You can:

- Read [people's feedback about the community chats online](#) and read the notes and see the presentations from [all the Community Chats online](#)
- Take a look at our [2023 tenant satisfaction survey](#)
- Read the [Spring/Summer 2024 newsletter](#) and previous issues online

