

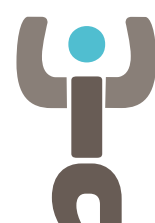
## What you can expect from us

Tenant involvement is integral in helping Habinteg to shape services and improve service delivery. To deliver our commitment to involving tenants Habinteg will:

- consult and involve you on issues that affect your home in a variety of ways; by letter, phone, text, email, our website, online surveys, virtual events and e-bulletins;
- provide clear information to help you get involved and provide at least four Update newsletters per year along with periodic e-bulletins (if you provide us with your email address);
- offer a diverse range of ways that you can be involved through our **Tenant Involvement and Empowerment Strategy**;
- provide an annual tenant led improvement budget which can be used in liaison with your Tenant Representative and Panel in partnership with your Neighbourhood Manager to improve communal spaces, community cohesion, safety or social inclusion;
- ensure that tenant services are scrutinised and will publicise our findings and recommendations in Update newsletters and reports.
- pay expenses to ensure our involved tenants are not out of pocket when invited to attend training/meetings/events.

## Service standard targets

Actions	Timings
Provide follow up information or advice related to your call	Within 2 working days
Respond to customer messages left via voicemail	Within 2 working days
Respond to emails or enquiries received via Habinteg website	Within 2 working days
Acknowledge initial complaints about the Habinteg Direct service	Within 2 working days



## How can you be sure that Habinteg is meeting these service standards?

### We will:

- implement our Tenant Involvement and Empowerment Strategy that offers a range of opportunities for involvement, setting out how they will be delivered and publicised;
- invite involved tenants to review performance and periodically scrutinise Habinteg's involvement and empowerment service and standards.

### Contact us

Sign up to your online Habinteg account for easy access to our services, visit [my.habinteg.org.uk](https://my.habinteg.org.uk), or our website [habinteg.org.uk](https://habinteg.org.uk).

