

PCH SERVICE STANDARDS **INVOLVEMENT & FEEDBACK**

Our customers are at the heart of what we do, and we want to work with you to shape our services and support your communities.

We will:

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Provide a range of ways for you to get involved in shaping our services and enable you to hold us to account about the services we deliver.



Share information about resident involvement opportunities including through our guarterly InTouch resident newsletter, our monthly e-newsletter, on the PCH website and through our social media channels.



Deliver resident involvement opportunities which are fair and inclusive.



Provide practical support for resident involvement, including holding accessible meetings and offering guidance and support for residents' groups.



Tell you what has changed because of your involvement, and let you know how your feedback contributed to improvements in our services.

How we will measure this:



Percentage of residents satisfied that their landlord keeps them informed.

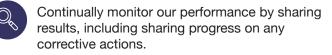
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Percentage of residents satisfied that their landlord listens to views and acts upon them.



We'll provide consistent and accessible feedback, so residents know they have made a difference by:

- Publicising Neighbourhood Plans that set out improvements and feedback to residents on what has been achieved.
- Publish 'You Said We Did' features that are promoted internally and externally across a wide variety of platforms and medias.
- Publicise locally and nationally the successes and new initiatives resulting from resident engagement.





Work with external partners on projects to help improve your communities and provide support for initiatives which help you get involved in your neighbourhood.



Percentage of residents involved in PCH's engagement activities.

Diversity monitoring of involved residents (percentages).