



## HOW WE COMMUNICATE WITH YOU

Providing information so you can easily access our services in a way that suits you.

### IN-PERSON

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| Direct access to teams by phone, in-person and home visits                         |
| Wide range of engagement activities open to all tenants to attend                  |
| Gateway2You - providing tenants with access to services in their local community   |
| New tenant welcome visit - providing key information and advice to all new tenants |
| Meet the teams at our Annual General Meeting                                       |
| Language Line - translations via telephone or face-to-face meetings                |

### WRITTEN

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| Gateway News - our tenant newsletter sent direct to tenants homes                                 |
| Your Guides To - short, summary information sheets  |
| Information in reception at Harbour House, at our schemes and in communal areas                   |
| Independent Living Newsletter - delivered to all tenants living within Independent Living Schemes |
| Key messages in rent statements   |
| Translated written documents to meet tenants needs  |

### DIGITAL

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|---|
| Website - regularly updated and refreshed content influenced by tenants                               |
| Tenant Hub - providing information about what's going on in your local area and current consultations |
| Digital newsletter and updates sent via e-mail  |
| Text messaging with information and reminders   |
| Direct email addresses available for all tenant facing services                                       |
| Community Gateway Facebook Page   |
| Tenant-only Facebook Group  |
| Your Guides To - available on our website   |
| Tenant facing policies available on our website   |
| Video's on the website - short summary videos with key information - fully translatable online        |
| ReciteMe available on the website to adapt information to meet tenant needs                           |
| Online forms on website to request services   |
| Digital notice boards in communal spaces  |

**Our commitment to you:**  
**We will provide you with information that is clear, easy to understand and accessible.**

