



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 - monthly drop-in sessions, providing tenants with access to services in their local community |
| New tenant in-person welcome visit |
| Meet the teams at our Annual General Meeting |
| Language Line - translations via telephone for tenant phone calls or face-to-face meetings |

WRITTEN

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| Gateway News twice a year |
| Your Guides to - printed versions available on request |
| Information in reception at Harbour House, at our schemes and in communal areas |
| New tenant welcome pack |
| Independent Living Newsletter, six times a year |
| Key messages in rent statements |

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 |
| Monthly email tenant newsletter |
| Text messaging with key messages and reminders |
| Email our teams to request information or a service |
| Community Gateway Facebook Page |
| Tenant-only Facebook Group |
| Your Guides to - available on our website |
| Customer facing policies available on our website |
| Video's on the website - short summary videos with key information - fully translatable online |
| ReciteMe toolbar on the website to adapt information to meet tenant needs |
| Accessibility checks on the website to ensure it remains easy to use |
| Online forms on website to request services |

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

