

Community Engagement Activities

October - December 2024 Highlights



1,028 tenants engaged with us, allowing us to hear from Tenants in all of our communities

343 Active Tenant Members



8 Tenants signed up to be Members

Meeting the Standard



Concluded the **Meeting the Standard group** – the group have worked with us to assess our compliance with the **Transparency, Influence and Accountability** standard, providing them with the assurance we are meeting the set requirements.

Winter Warmer



39 Tenants were provided with advice on how to stay warm this winter, and took a winter warmer pack away with them.



1,929 Tenant Hub Visits

Customer Service Commitments

Gateway Central recommended our proposed list of new **Customer Service Commitments** for approval by Board.



5 digital newsletters sent to 1,200+ involved Tenants.

Spotlight Sessions

4 Spotlight Sessions - providing tenants with the opportunity to learn more about the services we receive and influence future service delivery.

“All very informative - we left knowing a lot more than we did - really excellent - Tenant.”

Scrutiny Review - 11 recommendations



Scrutiny review on customer service which focussed on the accessibility of services, timeliness of responses and the outcomes tenants receive. 11 recommendations for service improvement made.

Community Pop-Ups

12 community pop-ups, engaging with 101 tenants.

Gateway2You

11 Gateway2You sessions - engaging with 21 individuals.

625 views across 16 consultations

Tenant Hub

58 Tenants joined our Tenant Hub, making the total number of members 1,262.

Facebook Group

24 Tenants joined our Tenant-only Facebook Group, making the total number of members 584.

Making a positive difference to our communities - Through our local engagement we listened to Tenants and made the following improvements to our communities:



Worked with Ashton Primary School students on their 'improving the community' project, where they carried out a **community walkabout** to identify concerns and then worked with us on a community improvement day where we **cleared litter and installed awareness posters**.



Worked with our **Environmental Services** team to cut back and clear a piece of land that was overgrown and attracting fly tipping on Sycamore Road.



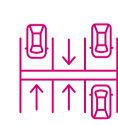
Working in partnership with the Police and residents we carried out a **community clean up** in North Ribbleton, collecting 6 bags of litter and 2 loads of fly tipping.



Held a **Community Improvement Day** in partnership with Tenants to tidy up a piece of land on Howarth Road, where we cleared the area, painted fences, planted bulbs and replaced broken fencing.



Removed a **burnt-out structure** in the Brookfield area that was unsightly for the community.



Cleared a communal piece of land in Ashton to create **extra car parking spaces** and installed **new fences** to keep the area secure.