



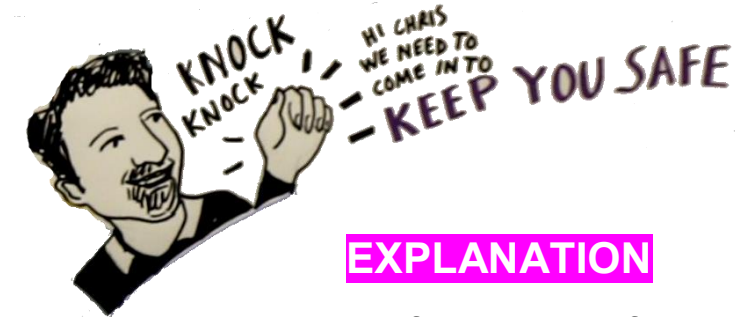
### PERSONALISED

Listen and respond to resident concerns  
Target appropriate actions to the needs of different resident groups  
Think outside the box



### TRUST

Understand where residents are coming from  
Foster positive interactions from day one  
Be transparent and ensure that resident expectations are met



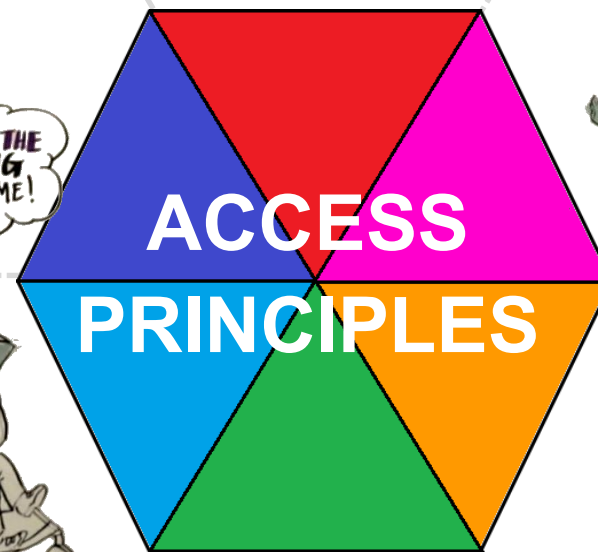
### EXPLANATION

Provide all information up front, including a timetable of works  
Use simple language and pictures where possible  
Explain the possible impacts of work (e.g. visual impact on the home, etc)



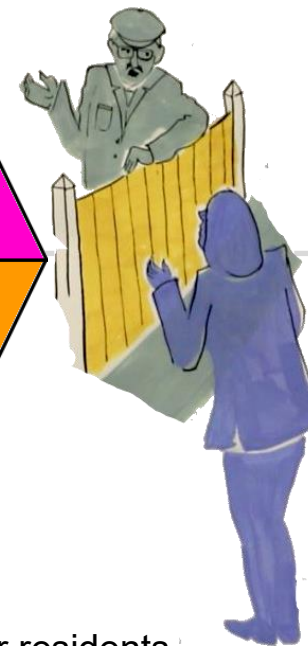
### IMPACT

Understand the impacts that a request for access will have on a resident (e.g. timings; noise, etc)  
Put right any adverse impacts (e.g. clean up any mess and redecorate)  
Be clear with residents about possible impacts from the outset and ensure ongoing conversations



### DELIVERY

Offer flexible services that work for residents (appointment times, etc)  
Have the correct monitoring in place to ensure the quality of work and deal effectively with any problems  
Delivery should be underpinned by strong resident engagement



### COMMUNICATION

Use a range of communication channels to reflect the needs and demographics of residents  
Identify the trusted voices within a community and harness their support  
Ensure regular communication and reinforce messages throughout a campaign

Produced by Clarion Housing Group and Poole Housing Partnership in conjunction with the wider community