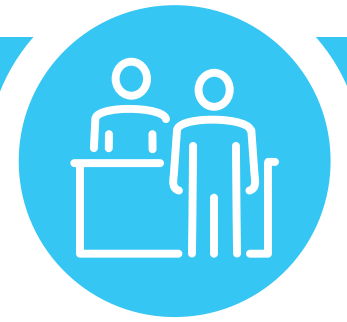




## #1. Communication across multiple channels



We send out monthly newsletters to the resident representatives on our developments to keep them informed and help them to keep residents informed about upcoming events, important updates, and community news.

Regular community meetings provide a platform for you to voice resident concerns and suggestions directly to our team.

Our social media channels are regularly updated with the latest information and announcements, ensuring you are always in the loop.

We conduct regular surveys to gather resident feedback on our services and communication methods, helping us improve and adapt to resident needs.

By integrating these practices, we aim to enhance our communication with residents, ensuring that they feel heard, valued, and well-informed.

## #2. Making the message consistent



We are committed to ensuring consistent communication, as this is crucial for several reasons, especially when being resident-centric:

- Being consistent shows that we value our residents' need for clear and accurate information.
- Consistent messages help residents clearly understand important information without confusion.
- It reduces the risk of miscommunication and ensures everyone is on the same page.
- When residents receive consistent information, it builds trust in the communication process.
- They know they can rely on the information provided, which strengthens their confidence in the management.
- Standardised communication saves time and resources by reducing the need for repeated explanations or corrections and streamlines the process of disseminating information to all residents.

## #3. Resident-centric approach



Continuously reviewing and improving how we communicate with our residents demonstrates our commitment to keeping residents well-informed and engaged.

It is essential that we listen to feedback from our residents on 'what is' and 'what is not' working for them in regard to communications.

Our approach is to promote digital communication methods by preference, but to retain telephone and face-to-face communications where residents are unable to communicate digitally and their preferred method is not digital.

By focusing on these aspects, we ensure that our communication is effective, reliable, and centred around the needs of our residents. This approach not only improves the overall living experience but also strengthens the relationship between residents and staff.

## #4. Know what to do in an emergency



We have a Disaster Recovery Plan (DRP) and Major Incident Management Plan (MIMP), which sets out how we respond and communicate with residents in a number of emergency scenarios including the following:

- Loss of site, loss of access to site or prolonged loss of utilities
- Extreme weather events
- Major health & safety incident in the community

When an emergency occurs, we consider, in liaison with Council partners, possible impact on vulnerable residents and remote communities. We also consider options for responding, e.g. evacuating, and finding alternative accommodation, providing bottled water, temporary heating, hiring generators or other supplies. The DRP & MIMP include the following:

- Assign Responsibilities: Designate who will send messages and decide on communication methods.
- Backup Plan: Prepare alternatives in case primary methods (e.g., Internet) fail.
- Conduct Drills: Practice drills to ensure everyone knows what to expect, such as sending test messages.
- Verify Contact Information: Use drills to confirm residents' contact details and ensure everyone can use the system.

The purpose being to:

- Ensure clear, reliable communication during emergencies.
- Build trust and confidence among residents.
- Reduce stress and confusion in crises.

By testing the system, we prioritise the safety and well-being of all residents.

Communicate regularly:

- We will provide regular updates to keep everyone informed and engaged.
- We will use emails, text messages, newsletters, and social media to reach residents.



## #5. Variety of communication channels



We will use emails, text messages, newsletters, and social media to reach residents.

- Interactive Content - We will include surveys, and feedback forms to encourage resident participation.
- Highlight Community Events and Activities - We will promote upcoming events and share success stories.

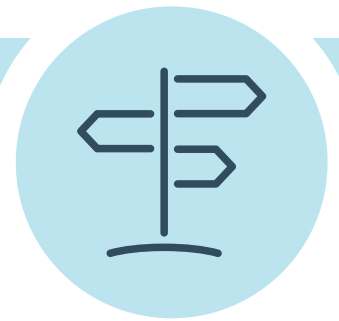
## #6. Ask for and respond to feedback



We will actively seek resident feedback and follow up on previous communications.

- Trust is essential. We build trust by ensuring you feel seen, heard, and respected by all staff.
- Our staff will be trained to ask personal questions confidently, effectively, and respectfully to better understand and meet resident's needs.
- By implementing these methods, we aim to foster a more engaged and connected community, ensuring that residents feel informed, valued, and involved.

## #7. Making sure residents know where to turn for help



We want to ensure that all residents know exactly where to turn for help. Here's how we'll make it easy:

- Clear Contact Information. We will provide clear and accessible contact information for all essential services and staff members.
- Regular Reminders. We will send regular reminders through emails, text messages, and newsletters about where to get help.
- Resident Handbook. A resident handbook with all necessary contact information and procedures will be distributed to each resident and available on the LRHA Website.
- 24/7 Emergency Contacts. We will ensure residents have access to 24/7 emergency contact numbers for urgent situations.
- Staff Training. Our staff will be trained to assist residents confidently and respectfully, ensuring that residents always feel supported.

By implementing these measures, we aim to ensure that residents always know where to turn for help and feel supported in our community.



### LRHA resident interaction methods:

1. Annual Visits: Each home visited yearly.
2. Traffic Light System: For repairs assessment and prioritisation.
3. Red, Amber, Green (RAG) Rated on Property Maintenance Service Job Sheets: Comment box for reporting.
4. Contractor Reports: Concerns reported back to LRHA, with training provided.
5. Resident Representatives: Liaison role.
6. Vulnerable Resident Register: Special considerations and risk register.
7. Well-being Checks: Quarterly calls and visits for vulnerable residents.
8. Paired Visits: For high-risk or vulnerable residents.
9. Braille Services: Available for those in need.
10. Website Translator: For non-English speakers.
11. Prioritised Repairs: For vulnerable residents.
12. Preferred Communication: Using residents' chosen methods.
13. Multiple Channels: Phone, website, email, WhatsApp, face-to-face, representatives.
14. Resident Consultation: Before maintenance projects.
15. Re-let Inspections: Before re-letting properties.
16. Social media: Engagement campaigns.
17. Email and Mailshots: Regular updates on what LRHA are doing.
18. Energy Surveys: Efficiency assessments on our properties.
19. Damp, Mould and Condensation (DMC) Surveys: Share information on how to avoid, identify causes and resolve.
20. Specialist Reports: Independent surveys as required.

