

The logo for Stockport Homes Group is presented within a white-bordered rectangular box that is tilted counter-clockwise. The background of the entire image is a vibrant, abstract composition of overlapping geometric shapes in shades of red, orange, yellow, black, blue, and green. The text 'Stockport Homes Group' is written in a large, bold, white sans-serif font. Below it, the tagline 'One team, transforming lives' is written in a smaller, white sans-serif font.

**Stockport Homes Group**  
One team, transforming lives

**Engaging with residents**

# Engagement Overview

- Recommendations from Grenfell, Social Housing White Paper and Building Safety Act
- Greater emphasis on Tenant Voice

## **Benefits of good engagement:**

- Better understanding of needs and concerns
- More confidence in decisions or actions
- Increase in customer satisfaction and understanding
- Reduction in complaints
- Building trust

# Effective & Continuous Engagement

One size DOESN'T fit all

Our Approach to engagement in Building Safety:

**Customer Roadshow**

Door knocking / Phone calls  
(36% response rate)

Continuous Engagement Plan & Communication

Building Safety: 'A Guide to where you live'

Online  
Surveys

Online Q&A  
Forum

Technical  
Tours

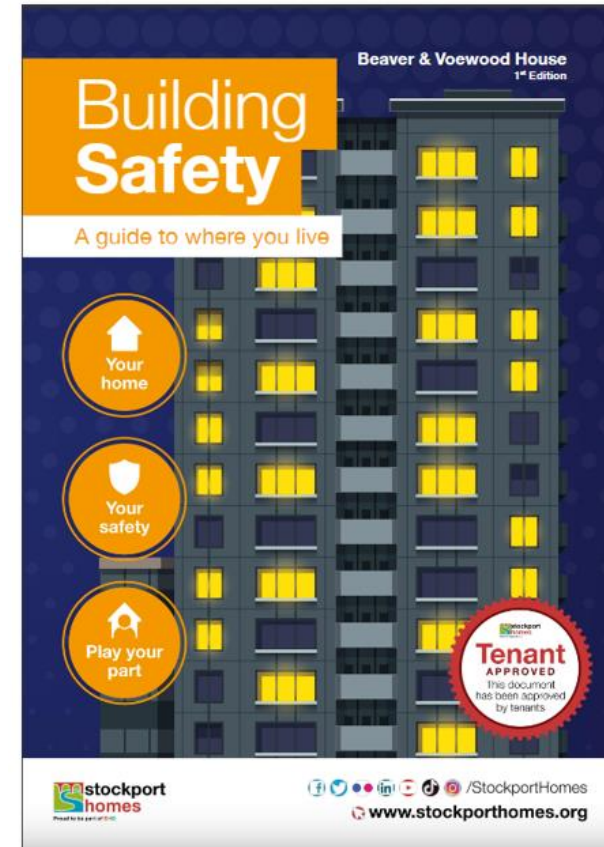
Resident  
Drop Ins

Resident Panel

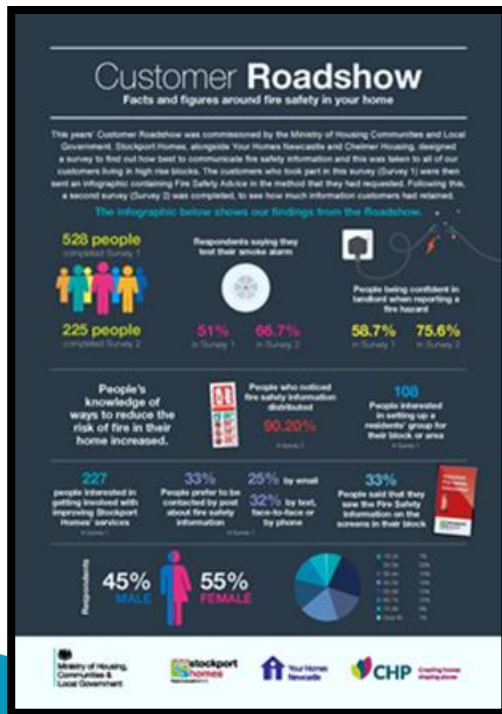
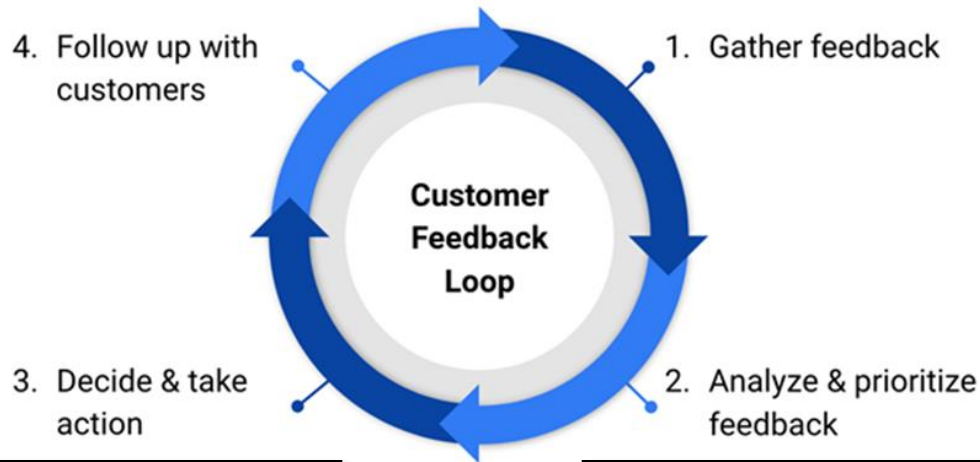
# Communication is key!

- Language Matters
- Use of Pictures & Infographics
- Important Information highlighted – especially if action required by the customer
- Information available in a range of formats and media
- Nudge techniques
- Don't make assumptions
- Sense check information
- Research Report Findings

<https://www.placeshapers.org/residents-voices-in-net-zero-carbon-journey/>



# Feedback, Feedback, Feedback!



### Stockport Homes

Proud to be part of CHP

## Your feedback on the new Stockport Homes website

**Designs**

- You said:** We would have like to see different types of properties rather than just high rise and other flats.
- We did:** We have included images of other types of properties on the new homepage.
- You said:** The link to ASB needs to be easier to find.
- We did:** Added a link to ASB on the homepage.
- You said:** The icon for employment support doesn't really mean anything.
- We did:** We have changed the employment support icon to make it clearer.

**Employment support**

We can support you with job searching and gaining work experience, identifying an apprenticeship, accessing training or work placements.

[Button link](#)

# The challenges

- Engage with all customers and residents not always possible.
  - COVID
  - Seclusion and hard to reach
  - Lack of interest
  - Ignorance

# Understanding residents

- Resident needs assessment.
  - Number of occupants per property.
  - Abilities and vulnerabilities.
  - Property condition and lifestyle.
  - Other support involved or needed – unable to self evacuate

# Be creative

- Choice/information events – roadshows
- Mini pop up events
- Drop in sessions/Q & A's
- More detailed project walkthrough
- Home visits
- Utilise existing resources
- Maintain visibility and build trust/relationships
- Good marketing and information sharing



# Dawn Reger

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 [dawn.reger@stockporthomes.org](mailto:dawn.reger@stockporthomes.org)

Your Building Safety Officer is here to provide assurance to you and all customers living in high rise properties that their homes are safe from the risk posed by fire. Their duties require them make occasional visits to your property to discuss fire safety in your home, your building and how you can be more involved in Building Safety.



# Sorry I missed you today

I called

Date

Time

but was unable to speak  
to you. Please contact  
me via the details overleaf  
to arrange a more  
convenient time.

Please record the  
details of your  
more convenient  
appointment here:

Date

Time

## Keeping safe at home

What to expect from Stockport Homes  
(your landlord)

“Your safety is our priority. This booklet has been created using feedback from you, our customers, to make sure you feel safe at home. We want to know what you think, so please use the opportunities in this booklet to make sure your voice is heard around block safety.



*J. Osbourne*

Jenny Osbourne  
Chair of Stockport  
Homes Board



*Helen McHale*

Helen McHale  
Chief Executive of  
Stockport Homes

We are using that feedback to work with you to keep you and your block safe.

Please keep this booklet safe so you know who to contact when you need advice, support or to report an issue.

## Contents

- 4 About where you live
- 5 Who is responsible for safety in your block
- 6 The teams below are responsible for keeping you safe in your block
- 8 How do you know the Building Safety Team are making a difference
- 9 What to do if you have a complaint
- 11 Communication with Customers
- 12 Get Involved in Building Safety
- 13 Training and Support
- 14 What happens to my feedback
- 16 Useful Contacts
- 17 Translation
- 18 Notes



# **Stockport Homes Group**

One team, transforming lives

**Any questions?**