

Getting Involved with Hilldale

Everything we do at Hilldale Housing Association is for our tenants; we simply wouldn't exist without you.

That's why we want you to have a voice and be involved in shaping our services, so we can keep improving and make them even better.

There are several ways you can get involved and give us your views, so you can give us your feedback in a way that works best for you.

From filling in a quick survey, raising a concern or compliment or more formally by attending a forum or joining our tenant voice panel, read on to find out more!



How to tell us what you think

It's really important to tell us your views, both good and bad, so we know what we're doing right and where we could do better.



Here are some of the ways you can give us your feedback:

- 1** Each year we ask you to complete a tenant satisfaction survey so you can tell us how you feel about your home, area you live in, the services we provide and the work we do.
- 2** Our website offers different ways you can contact us to discuss your home, from reporting a repair to telling us if something is not right. Have a look at www.hilldale.org.uk
- 3** You can like our Facebook page and keep an eye on it to find out what's going on and even send us a message.
- 4** If you've recently had a repair completed, you can tell us how we did by filling in any surveys sent to you.
- 5** If we've done something you like or want to compliment a staff member, you can drop us an email or use one of the other ways to contact us at the end of this fact sheet.

If you want a more active role

You can:

- 1** Join our Tenant Voice Panel, which meets every three months in person or online. This gives you the chance to make where you live a better place by sharing your thoughts.
- 2** Attend a feedback forum. These are held online every three months, where Hilldale managers give various service updates that you or your carers may need to know. Examples of these might be changes to how to report repairs or anti-social behaviour. You can also ask questions too.
- 3** Talk with your housing officer by just asking for a chat or attending a house meeting.

Making a complaint

We would love to always get things right; however we know this doesn't always happen and we really want you to tell us where things have gone wrong or you're unhappy.

If you feel there is something we could have done better, you can talk to your housing officer or care provider and ask them to speak to us, email us at hello@hilldale.org.uk or use our website at www.hilldale.org.uk

Contact us

All the different ways you can contact us using your mobile phone or computer are listed below and remember, it's good to talk!



Call: 0125 736 7374



Whatsapp: 07721198090



Hello@Hilldale.org.uk



**We Are Hilldale
Housing Association**