Section 15 —

15 Telling us what you think (getting involved and giving feedback)

The main points

- ✓ We want to know what you think about your home and about us.
- ✓ You can tell us any time. You do not have to wait to be asked.
- ✓ Telling us what you think is not the same as complaining. Both are fine.
- ✓ Nothing bad will happen to you because you told us what you think.

Why we want to hear from you

You live in your home every day. You know things about it that we do not know.

When you tell us what you think, we can make things better. Not just for you, but for other tenants too.

We want to hear the good things and the bad things.

Telling us what you think is not the same as complaining

These are two different things. Both are fine.

Telling us what you think	Making a complaint
An idea, a suggestion, or something you liked or did not like	Something has gone wrong and you want us to put it right
We read it and use it to make things better	We follow a set process, with dates we must keep to
We may not write back to you about it	We must write back to you
Section 15 (this section)	Section 14

If you are not sure which one you want, do not worry. Just tell us. We will sort it out. If it should be a complaint, we will treat it as a complaint and tell you.

Ways to tell us what you think

You can tell us in any of these ways:

1. Telephone us on 0151 909 5919.
2. Email us at hello@harbourlight.org.uk.
3. Write to us at 71 Linacre Road, Litherland, Merseyside, L21 8NP.
4. Tell your support worker and ask them to pass it on.
5. Tell a member of Harbour Light staff when they visit.

You can give your name, or you can leave it out. It is up to you.

What we do with what you tell us

Here is what happens.

1. We write down what you have told us.
2. We look at it, along with what other tenants have told us.
3. We decide whether we can change something.
4. If we change something, we tell the tenants it affects. We usually do this by writing to everyone at that home.

Sometimes we cannot do what you ask. If that happens, we will say so.

Ways to get more involved

Some tenants want to do more than tell us one thing. Here are some ways you can help.

- **Answer our survey.** Every two years we ask tenants what they think about their home and about us.
- **Talk to us when we visit.** Our property managers visit Harbour Light homes often. They will always ask how things are going. You can tell them anything.
- **Tell us about a repair after it is done.** Tell us whether it was done well.

Help to join in

If you would like to join in but something makes it hard, tell us. We can often change how we do things.

For example, we could:

- meet you at your home instead of somewhere else
- meet at a time of day that suits you

- keep the meeting short
- send you the questions before we meet, so you can think about them
- let your support worker, a relative, a friend or an advocate come with you
- give you the information in a bigger size or in easy read

Section 13 explains more about this. Just tell us what would help.

The survey

Every two years we ask tenants a set of questions about their home and about Harbour Light. This is called a tenant satisfaction survey.

The questions are about things like repairs, safety, how easy we are to deal with, and whether we treat you fairly.

If you answer, it helps us a lot.

We publish the results on our website so that everyone can see them.

What we tell you about how we are doing

We tell tenants how we are doing. For example:

- the results of the survey
- how many complaints we received, and what we changed because of them

We publish this on our website. You can also ask us for it at any time.

If you are not happy with something

If something has gone wrong, or you are unhappy with something we did, please make a complaint. Section 14 explains how.

Complaining is your right. Nothing bad will happen to you because you complained.

Getting help to understand this

If any of this is hard to understand, that is OK. Ask your support worker. You can also ask a relative, a friend or an advocate to help you.

You can ask us for this information on paper, in a bigger size, or in another format. Just ask us or ask your support worker.

More detail

This box is for tenants who want more detail, and for support staff, relatives, advocates and social workers. You do not need to read it to understand the section above.

Regulatory basis. The Regulator of Social Housing's Transparency, Influence and Accountability Standard took effect on 1 April 2024. It requires registered providers to be open with tenants, to treat them with fairness and respect, to give tenants a wide range of opportunities to influence and scrutinise the provider's strategies, policies and services, and to provide information tenants need to hold the provider to account. Providers must be able to demonstrate compliance.

Tenant Satisfaction Measures. The Tenant Satisfaction Measures Standard requires registered providers to collect and publish annual performance information. Under the Regulator's published requirements, landlords with 1,000 or more homes must run the tenant perception survey every year, while landlords with fewer than 1,000 homes may run it every year or every two years; providers owning fewer than 1,000 homes are not required to submit their TSM data to the Regulator, but are still required to collect and publish results. Small providers are also permitted to use a reporting year other than 1 April to 31 March, and are expected to take a proportionate approach to protect tenant confidentiality, which may include omitting some measures from published information where small numbers create an identification risk. Harbour Light has fewer than 1,000 homes. It runs the survey every two years and publishes the results on its website.

Complaints reporting. The Housing Ombudsman's Complaint Handling Code, statutory since 1 April 2024, requires landlords to produce an annual complaints performance and service improvement report and to publish an annual self-assessment against the Code, both considered by the governing body. Harbour Light publishes both on its website.