

If we do not keep to these guarantees or you are dissatisfied with the way in which you have been treated, please contact us by phone, in person or by completing a Compliments, Comments and Complaints form in our 'Your Views' leaflet. We will respond to your complaint within 10 working days.

If you would like this document in another language or format or if you require the services of an interpreter, please contact us.

BENGALI:

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরম্যাটে পেতে চান অথবা যদি আপনি একজন ইন্টারপ্রেটার এর সেবা পেতে চান, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

GUJARATI:

જો તમને આ દસ્તાવેજ બીજી કોઈ ભાષા કે સ્વરૂપમાં જોઈતો હોય અથવા જો તમને દુભાષિયાની સેવાઓની જરૂર હોય તો કૃપા કરીને અમારો સંપર્ક કરો

HINDI:

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या रूप में चाहिये, या अगर आपको अनुवादक की सेवाओं की आवश्यकता हो तो कृपया हमसे संपर्क करें।

MNDARIN:

如果您需要将本文件翻译为另一种语言或以另一种格式提供，或如果您需要提供翻译员，请联系我们

POLISH:

Prosimy skontaktować się z nami, jeśli chcieliby Państwo otrzymać niniejszy dokument w innej wersji językowej lub w innym formacie, lub jeśli chcieliby Państwo skorzystać z usług tłumacza ustnego.

PUNJABI:

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਬੋਲੀ ਜਾਂ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਵਾਲੇ ਕਿਸੇ ਇੰਟਰਪ੍ਰੈਟਰ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ

TURKISH:

Bu belgeyi başka bir lisan veya formatta isterseniz, ya da tercüman hizmetine ihtiyaç duyuyorsanız, lütfen bizimle irtibat kurun.

Resident Engagement Service Guarantee

বাসিন্দাদের জড়িত হওয়ার সার্ভিস গ্যারান্টি

રહેવાસીઓને સાંકળવા માટેની સેવાની ખાતરી

वासियों को शामिल करने की सेवा से संबंधित गारंटी

居民参与服务保证

Gwarantowane standardy w zakresie zaangażowania mieszkańców

ਗਾਹਕਾਂ ਨੂੰ ਸ਼ਾਮਿਲ ਕਰਨ ਦੀ ਸੇਵਾ ਦੀ ਗਾਰੰਟੀ

Mukim Bağlantı Hizmeti Garantisi



mhs
homes



business for neighbourhoods

For further information please contact us on
0845 113 3000 email: post@mhs.org.uk
www.mhs.org.uk

Registered Name: mhs homes limited
Registered Office: Broadside, Leviathan Way, Chatham, Kent, ME4 4LL
Place of Registration: England
Registered Under: Industrial & Provident Societies Act 1965 (No.26688R)



THIS LEAFLET HAS BEEN
READ AND APPROVED
BY A CUSTOMER PANEL



mhs
homes

Resident Engagement Service Guarantee

We are committed to being Medway's leading affordable housing provider transforming the lives of people living in our homes and the communities we serve.

Our Resident Engagement Guarantee is based on the things that you have told us are important. Resident Engagement provides an opportunity for you to be at the heart of our work and be involved in all areas of improving our service. This is our commitment to you and we want to tell you how we are going to deliver it.

Our Guarantee to You

- Whether you are moving into an **mhs homes** property for the first time or are an existing customer we will offer you the chance to take part in activities or events that can improve our service to you
- Resident Engagement activities will take place in locations that are convenient for you
- We will offer you specialist areas to get involved in that are of interest to you
- We will record how you prefer to be contacted so that we continually get it right for you
- We will update our Involvement page on our website on a monthly basis to include news and events about Resident Engagement
- We will keep up to date results in the "You Said, We Did" column in the **mhs homes** customer newsletter so you can see the progress of your suggestions. If we cannot act on your suggestion then we will be honest and explain why
- We will ensure that all Resident Engagement activities are accessible for all customers, however where appropriate we will develop specialist engagement options for specific customer groups

If you attend engagement groups we guarantee

- To pay your reasonable travel expenses
- To pay your care expenses (if applicable)
- To offer regular training to increase your confidence to have your say and be heard
- We will provide additional services for customers who have specific requirements for example translation and interpretation services

To ensure that our commitments stay relevant, they will be reviewed by a customer panel every year.

For more information please contact:

Service Improvement Team

mhs homes, Broadside, Leviathan Way, Chatham, Kent ME4 4LL

Tel: 01634 354099

Or contact by email on: service.improvement@mhs.org.uk