

Involvement and Empowerment

These Service Standards for Tenant Involvement sets out the service you can expect from KHT regarding the opportunities to have your voice heard.

We are committed to encouraging our customers to have a say in our services. We recognise that not all customers want or are able to attend meetings, and so we offer a wide range of options for involvement, ranging from providing information in our leaflets and other publications to membership of our Board.

Service standards customer involvement

We will:

- * *attend evening and weekend events on request where resources allow*
- * *carry out a programme of tenant inspections which will be agreed with our Customer Assurance Panel*
- * *provide an annual training programme to KHT Customers*
- * *provide agreed support to all our Registered Tenant and Resident Groups*
- * *provide and publicise our “menu of opportunity” explaining all of the ways you can get involved with KHT*
- * *give feedback to customers who have been consulted with on the results of the consultation*
- * *we will produce tenants’ magazines to keep you updated about our activities*
- * *support the Customer Assurance Panel to carry out service reviews and report their findings to KHT Board.*

This information forms part of the Tenant Involvement and Empowerment Regulatory Standard