



Service Standard: Customer Involvement and Empowerment

Trident Group will ensure that you, our customers, are at the heart of everything that we do. We will work with you to shape our services, taking your views into account in everything that affects you. We are committed to telling you how we are performing and being open, honest and transparent.

To achieve this we will:

- Ensure that Tenant Satisfaction Measures (TSM's) surveys are carried out. We will ensure that we understand the results of these surveys.
- Offer a wide range of innovative ways that you can influence the services you receive. These opportunities will be inclusive and available to all our customers.
- Carry out meaningful surveys that will find out what you think about the services you receive and ask you for ways those we can improve those services.
- Tell you what is happening within our customer groups, what the findings of those groups were and how this has led to changes being made.
- Actively support the customer groups, without influencing their work or decisions.
- Promote how you can get your voice heard within Trident.
- Consult you on proposed changes to policy and service provision. We will also ensure that customer voice has influenced these proposals before we consult you.
- Actively listen to ideas, comments and suggestions that you have.
- Support a wide range of engagement events that will help to support thriving communities.
- Be open, honest and transparent about our performance as your landlord and use the feedback you give us to make tangible improvements.
- Be visible within your community.

You can expect:

- Regular updates about our performance and how we will improve via social media, website and customer newsletters.
- Us to be open, honest and transparent about improvements we have made using your feedback.
- Regular updates on improvements we have made using your feedback via social media, the website and customer newsletters.
- Us to tell you if we cannot make the improvement you have suggested and the reasons why.

What we ask from you:

- To get involved as much or as little as you can.
- Help us to find out what is important to you by taking part in surveys and giving us your feedback.
- Be honest!
- Use all the different ways you can communicate with us and register to use the My Trident service.