

Quick Read: Customer voice

My Space places the voices of our tenants at the heart of everything we do. That means that we listen to what you think and we use your views, ideas and experiences to improve our services.

To do that, we work to six principles:

- **Inclusivity:** We make sure your voice counts, regardless of your age, disability, mental health, language or ethnicity.
- **Accessibility:** We make it easy for you to talk to us, the way that suits you best.
- **Safety and dignity:** We provide a safe space for you to share your opinions.
- **Accountability:** We tell you what has been achieved because of your feedback.
- **Empowerment:** We will give you any support that you need to work in partnership with us, to shape services and policies.
- **Transparency:** We show how your feedback influences our decisions

Ways to make sure your voice is heard

- Talk to your housing support officer
- Have your say by filling out our satisfaction surveys
- Attend our community meetings where we are there to listen
- Make a complaint, give a compliment or give us some informal feedback

If you find it difficult to get involved

We know that some tenants may find it hard to have their voices heard and want to consider the views of all our customers, including vulnerable people.

Translation, interpretation and accessible formats are available for the information that you need.

With your permission, we can work with support services, advocates and carers to help us understand your My Space experience.

Spotlight: You can ask for someone to represent your views, if you wish.

Listening and learning

Hearing your voice is just the beginning. We look carefully at your views and look to make service improvements by working together.

My Space use your feedback to measure how we are doing. We investigate any negative trends and try to put things right. And we learn from your experience when we are thinking about changes to our policies, service standards and the way that we work.

When you make your voice count, we will demonstrate that we have listened. We report to our Board, customers and regulators, setting out what we have heard from you and what we have done because of your input. And in our annual report, you will find a Customer Voice update, summarising how your views have been considered.