

## Communications with Tenants

### The Scrutiny Panel said:

### The Council did:



Let people know about how Council officers will communicate with them.

✓ Customer Access Strategy and Digital Strategy are on the Rotherham Council website.



Add a link on the website to let people know how to complain/comment on/compliment services.

✓ Work is ongoing to improve the website and make it clearer how to let the Council know about complaints, compliments, and feedback.



Make it easier for people to adjust settings on the website and remove any words that are not easy to understand.

✓ Work ongoing to improve the language and terms used on the website and maybe make access easier for all.



Offer the Home Matters newsletter in different languages and easy read.

✓ Work ongoing to have language options for the newsletter when viewed on the website.

## Communications with Tenants

### The Scrutiny Panel said:

### The Council did:



Look to make housing letters easier to understand.

✓ A new tenant group has been set up to look at all letters and improve them.



Make sure that telephone calls are answered within six minutes.

✓ More staff answering calls and a 'customer call back facility' which allows people to leave their number and receive a call back from the Council if they are having to wait too long.



Tell people that it's OK to complain and to give feedback on the service that they have received.

✓ 'How to complain' is included in all Home Matters newsletters.



Check if people still want to receive Home Matters by post or would prefer it by email.

✓ A review of customer preferences is to take place.



Have some training for Council officers in how to communicate well with people, including people who have lost someone close to them.

✓ A training course has been developed for all housing staff and includes videos of tenant experiences when talking to housing staff.

We would like to thank everyone who was involved in this piece of work; including the tenants who shared their views, Council officers, and the panel volunteers.

## Other progress

The tenant scrutiny panel has just finished another topic:



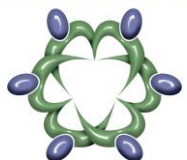
New homes standards

We are just starting on a new topic:

Support for new tenants



**Rotherham Federation**



Strengthening Communities



**Rotherham**  
Metropolitan  
Borough Council

If you would like to join the Tenant Scrutiny panel, or would like more information about its work, please contact Rotherham Federation on 01709 368515

## Success stories from Rotherham Federation Tenant Scrutiny

Rotherham  
Tenant Scrutiny

### Communications with Tenants



Rotherham Federation Tenant Scrutiny panel was formed in April 2016. A group of volunteers meet every month; they work together with Council officers to look at ways to make things better for tenants and the Council alike.

Our sixth task was completed in July 2022. The panel looked at the ways in which the Council could improve the way it communicates with tenants. The panel suggested nine things to the Council to help with their communications. This leaflet tells us what has happened with these ideas over the past year.

Newsletter score

**5.4 / 10**

Website score

**5.4 / 10**

Telephone calls score

**4.5 / 10**

Letters score

**6.5 / 10**

**2022 scores for  
communications**

Meetings score

**6.8 / 10**