

Horton Housing Association



Tenant Feedback on 'How our tenants would like Health and Safety information given to them and also introduced the idea of our 'Safer Together' campaign.'

1. We explained a new Health and Safety campaign we wish to run with our tenants called 'Safer Together'
2. We asked how would you like us to let you know news and information on health and safety issues?
3. We showed tenants a range of leaflets and information, and asked which they would most likely look at or what was the best of each one?

Date: 15th December 2022

Consultation with: Tenants of Horton Accommodation Services

		
<p>1. We want a folder or booklet that we can own and put information in about Health and Safety. Being told all the information when we sign-up is too much to take in.</p>	<p>Some of our services do offer this and we are happy to look at extending this to services that currently do not.</p>	
<p>2. We would like to have short training sessions on Health and Safety issues for tenants in services would be good.</p>	<p>This seems like a great idea and they would fit well with some services' tenants/house meetings.</p> <p>We will have some discussions with our learning and development department and accommodation services about how we can do this well.</p>	
<p>3. A place on Horton's website that we can look at for information and watch short videos on the topic.</p>	<p>During this event, our Communications team asked tenants about the website and what you would like it to feature.</p> <p>We have passed this feedback to our Communications Team and they will include your suggestions in the work they are doing to improve the site for tenants.</p>	

<p>4. It would be good to receive repair notifications by text or on an App on our phone, that showed details of when and who will be coming.</p>	<p>We have been developing some new housing management software that helps to manage how we deal with repairs.</p> <p>The team responsible for putting this together specifically asked how you would like to be told about a repair visit and what information you would like to receive.</p> <p>We will pass your comments onto them to help develop the system and ensure we inform you in the ways suggested.</p>	
<p>5. Some said that they had not seen any documents about gas, electric and/or fire safety. They just knew when the fire alarm tests were each week.</p>	<p>We do have various types of information regarding health and safety ranging from signs and posters to booklets and logbooks that should be provided at induction and also be present in certain locations/services.</p> <p>We will check with teams to remind them and make sure that this information is provided and is in the right place.</p>	



We can do this or we've already done it.



We're not sure yet, we will discuss it a bit more.



We need to ask someone about this.



We're sorry we can't do this but we'll explain why.