

# SYHA's promises for customer involvement and empowerment

## We will...

Ask for, listen to and value your views and feedback and let you know what we are going to do in response.

Give you a choice of ways to get involved with SYHA and in your neighbourhood.

Work to find a way to get involved that suits you. Invite you to become a member of our Count Me in Club so we can involve you in the things you are most interested in.

Through the Keeping in Touch newsletter and our website, let you know how you can get involved and how we have used customers' views to help improve our services.

Offer you support to get involved and if you get involved work with you to develop your skills, knowledge and confidence.

Make sure you are not out-of-pocket when you get involved, for example by covering your travel costs or helping pay for childcare etc.

Actively encourage and provide support if you want to do something that benefits your neighbourhood.

Offer support and funding to community groups that cover areas where SYHA customers live.

Make information available to you on how we are performing, how we compare with other landlords and invite you to scrutinise and challenge our performance.



Building Homes  
Creating Communities  
Supporting People



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