

HAVE YOUR SAY ON HORIZON'S SERVICES



We believe our customers – tenants, owners and sharing owners – should have the opportunity to have a say on how we manage and deliver the services we provide.

We want it to be easy for you to participate in and influence the decisions we make about our services – this is part of our Resident Participation Strategy, which was developed by our Residents' Improvement Group (RIG).

To find out more about the strategy, and RIG, please visit www.horizonhousing.org/getinvolved.

"Meetings and activities are important but fun, everyone is supported to learn and take part. This is why I got involved, because I wanted to find out more about Horizon."

RIG member

How can you get involved?

It's up to you how much you want to participate!

Getting involved doesn't always mean attending meetings, it can include:

- responding to questionnaires or surveys;
- attending local events;
- taking part in our annual estate visits;
- joining RIG;
- becoming a member of Horizon; and
- much more!

We'll always publicise participation opportunities on our website, social media channels, in our newsletter and, where appropriate, by writing to you.



What's it in for you?

By getting involved, you can:

- make a difference to your community;
- help improve our services;
- meet new people; and
- develop new skills.

We want to make it as easy as possible for you to participate, and will provide:

- information that is clear and easy to understand;
- information in a format that suits you;
- accessible locations and venues for activities;
- transport or reasonable expenses where required; and
- reasonable childcare or carer costs.

Want to get involved?

If you are interested in resident participation, please get in touch:

In person: speak to a member of staff

Call: 0330 303 0089

Email: e-mail@horizonhousing.org

Mobile app: download 'MyHorizon' via the App Store or Google Play

You can also complete our online form, which can be found at www.horizonhousing.org/getinvolved.

