

FACT SHEET: How We Work Together

We believe that an important part of any organisation is how it works with the people and communities affected by the decisions it makes. Tenants and our partners told us that what they most valued in working together were respect, honesty, communication, understanding and active listening, as well as justice, equality, and integrity.

To make sure that we work in a way that reflects this and our values as an organisation, HFHA will be guided by the following principles. We will:

- make sure that tenants and our partners have a real say in and real influence over the way we do things, and provide the resources to make it happen
- work closely with the communities and neighbourhoods that tenants, our partners and potential tenants are a part of
- value the skills, knowledge and experience of tenants and our partners
- raise awareness and encourage understanding of tenants and their life experiences
- make sure we keep communication open, honest, and inclusive and that we know who our tenants are and what they think is important
- support the Tenant Advisory Group (TAG) to grow, achieve its goals and be open to all
- support tenant volunteers and tenants active in their communities, to develop and grow their skills and knowledge
- provide a variety of ways for tenants to get involved so that everyone has a chance to participate in a way that suits them
- recognise that not everyone is interested in participating
- be open and honest about what we can and can't do but also open to new ideas and suggestions
- report back to people so that tenants and our partners can evaluate whether we have actively listened to them and acted on what they have told us
- use tenants' and partners' stories, opinions, feedback, appeals and complaints to measure the impact of our work and adapt, change, and innovate
- keep up to date about meaningful and effective ways to work with people and ensure that staff members have the skills and knowledge to put the research into action.