

beacon^{*}



Resident engagement at Beacon

We make it easy for you to influence decisions and shape services by working with you to understand what matters most. We're committed to listening, learning from your feedback, and acting on your views.

We call this the Beacon Promise.



The Beacon Promise

By listening, asking, and acting on what matters to you, we're improving services to help create stronger, thriving communities.

This promise will help us to:



Make services better, quicker, and more responsive.



Communicate clearly and regularly with you on important topics related to your home.



Encourage more people to get involved in shaping services by bringing Beacon to you.



Admit our mistakes, share our successes and be open to feedback so you can trust us.



Make sure everyone has a chance to be heard by making involvement easy.



Give you more say in decisions that affect you.

Our three principles

Inform, Involve, Entrust

We want to:

- Make it easy for you to be informed on things that are important to you.
- Involve you in shaping our services and business priorities.
- Explore ways of trusting you with bigger decisions such as Beacon's spending and services.

Inform

We will:

- Share updates through newsletters, social media, noticeboards, and events.
- Make sure updates are easy to understand.
- Do our best to come to you and be in the communities you live in.

Involve

We will:

- Regularly work with you to understand what matters to you.
- Involve you in groups that discuss topics such as repairs, rents, and safety.
- Run annual events to update you on how we are doing.

Entrust

We will:

- Involve you in decisions about what we spend, who we hire, and how services are delivered.
- Involve you in how we review the performance of in-house and external services.

Making It Happen

We will:

- Always listen to understand what matters to you.
- Share plans with you so taking part is easy.
- Share with you the difference your input has made.

Choose topics **you care about**

You can choose one topic or many, depending on your interests, skills, or curiosity. As soon as we need your help on one of them, we'll let you know.



The topics are:

- Affordability – rent and charges.
- Building & Fire Safety.
- Communications.
- Community Projects.
- Equity, Diversity and Inclusion (including Welsh Language).
- New Homes and Regeneration.
- Performance and Improvement.
- Recruitment, Learning and Development.
- Repairs and Maintenance.
- Resident Experience / Housing Services.
- Looking after the Environment.

Scan this **QR code** and sign up



- Choose the topics you're interested in.
- We'll keep you updated with opportunities that match your interests.

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