

# Rural Engagement Processes

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Mid Wales Housing Association

# 25 years in rural social housing



But looks a bit like Frankie Howard



# Rural credentials



Powys and Ceredigion,  
50 sheep to every person



# Geography, geography, geography...





# What do tenants want?

## Repairs



# To be left alone.....

I DON'T WANT TO BE ALONE  
I WANT TO BE LEFT ALONE

*Audrey Hepburn*





# Hands up owner occupiers



# Prize to answer the next question



# Who's the CE of your Building Society?



So why do we try to get tenants  
involved in the running of housing  
associations?



# It's what Welsh Government wants



# What works in engaging with communities?





And of course.....



# Chips and Chat



# Chips and Chat Dates

13

## dates

for your diary in 2015

### Tenants' and Residents' Forum

Meets bi-monthly on the first Friday of the month at Ty Canol House in Newtown from 10:30am.

These meetings give tenants and residents the chance to work with staff on different issues to help improve the service we provide. Each meeting will focus on a different topic which is relevant to you. These meetings are a chance for you to make a real difference:

Friday 10th April  
Friday 7th August  
Friday 5th June  
Friday 2nd October  
Friday 4th December

Icons: speech bubble, smiley face, pencil, glasses, frowny face, two people sitting at a table.

### Chips & Chat

An informal meeting held on the last Thursday of the month from 6pm.

Over a drink and a plate of chips you are invited to come and meet staff and talk to us about any issues or ideas that you may have on how we can improve the service we provide as a landlord.

26th February	Royal Oak, Welshpool
26th March	Monty Club, Newtown
30th April	The Grosvenor, Cardigan
28th May	Commodore Hotel, Llandrindod Wells
25th June	Penparcau Community Forum, Aberystwyth
30th July	The Mount Inn, Llanidloes
27th August	The Fountain, Builth Wells
24th September	Horse & Jockey, Knighton
29th October	Black Lion, Lampeter
26th November	Cain Valley Hotel, Llanfyllin
17th December	Red Lion, Caersws



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And we publicise through our mascot





# Estate Improvement Visits



# Trying to get away from old methods of communication





# Giving communities what they want



# Annual Youth Holidays



# Giving something extra





# Which is appreciated



# Rewarding Tenants for helping us



# Joining the 21<sup>st</sup> century





Facebook – this is how tenants want to talk to you



10pm in the evening at their  
convenience with a glass of wine



# Downside to Facebook



Which can make you feel like this



But be patient and results will come



# What do tenants want to talk about?





# Dialogue and more mature tenant base

- Please don't think I am picking but most of the mould can be prevented by opening your windows just for 30 mins in a morning and wipe down your windows and sills plus doors every morning. You will never get the black. Or even a dehumidifier they help a

# Success in Communication

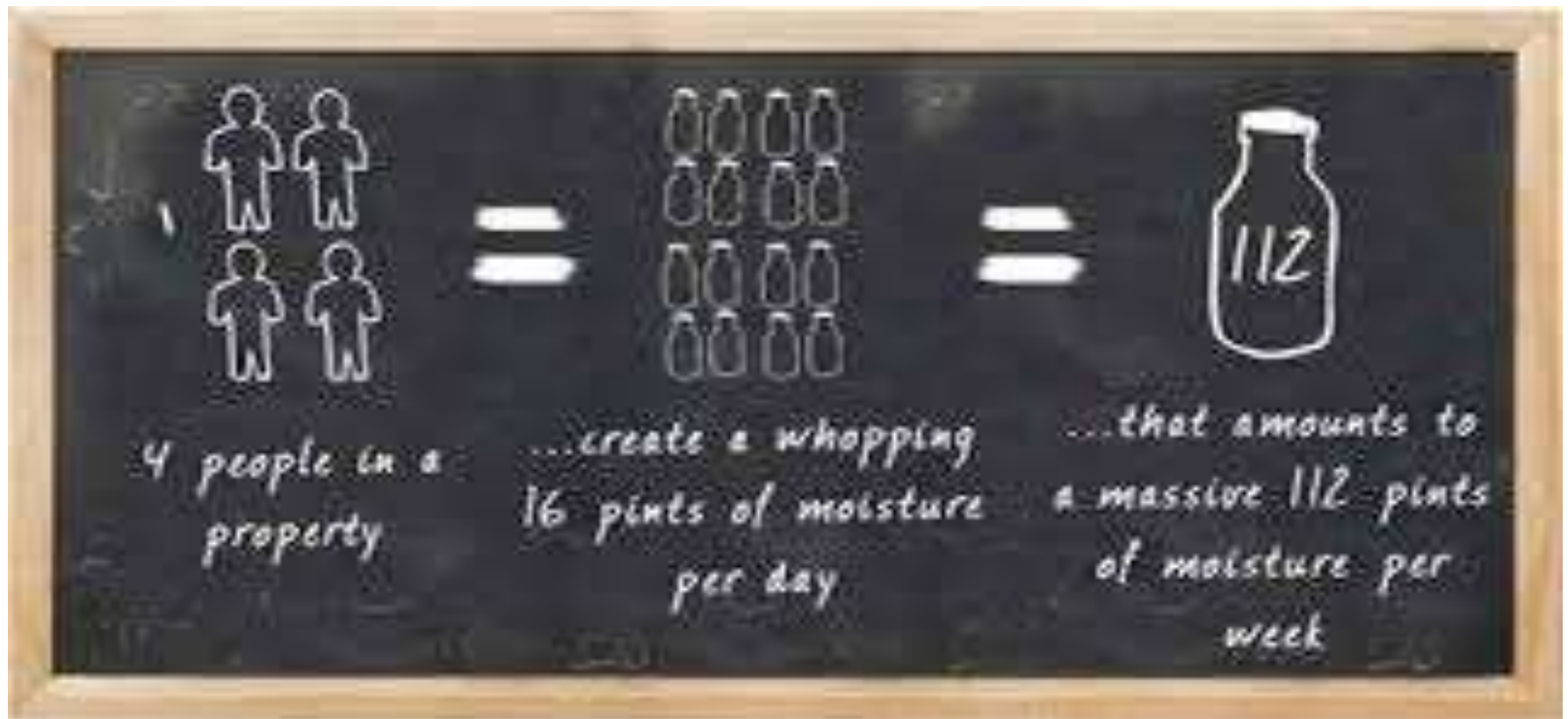
- I get damp mould in my bathroom but I've mastered how to get rid of it .I bought a steam cleaner called h20 which comes with tools and works 100 percent.

# The Future

**LIVE STREAMING**

# Thursday 19<sup>th</sup> March 2015

- Live streaming dialogue on condensation



# Board Meetings





# Skyping lettings visits



Last years technology is out of date



# Use live translation systems



# Don't be hung up on the age of your clients

