

Southern Housing

Terms of Reference for Resident Reviewers

The purpose of this group is to involve our residents in ensuring documentation sent out by Southern Housing Group is in a format which is understandable for the residents who will be receiving it. Our aim is to improve the service residents receive and to ensure that the correspondence is clear and understandable. This opportunity is available for any resident to take part in. No training is required but residents will be invited to attend relevant training for example;

- Plain English Guidelines
- Effective writing skills
- Proof reading
- and other events.

This is to build on resident's skills to carry out their role. Residents will be supported by their Customer Involvement Officer before and during any monitoring.

Members of the Resident Readers panel will be asked to:

- Assess the document for how easy it is to read and understand
- Complete the form and return it to us by the date indicated

We require several pieces of information for each contact:

1. How easy it is to read
2. Does the document give an explanation of what the resident has to do next?
3. Does the document make it clear that help is available?

There is space to add any additional comments at different points of the exercise.

In return we will use the information to discuss any suggested changes to the document with the relevant department. Reading Panel member identity remains anonymous. Residents who take part in the reviews will receive feedback in the appropriate method.