

Consultation & Communications Plan
Consulting on the changes in Housing
- Welfare Reform & Tenancy Policy / Flexible Tenancies -

Method of Communication	Exiting Tenant	Customers on Waiting List	Members	Stakeholders	Timetable	Completed
Leaflet included in Offer letter advising tenants of changes to Housing Benefit & proposals for flexible tenancies	All new tenants	No	No	No	As from April 2012	Ongoing
Open House Update on : Welfare reform & flexible tenancies	Yes	No	No	No	Spring 2012 edition	Ongoing
Rent statements – welfare changes Information going out with quarterly rent statement	Yes	No	No	No	As from April 2012	Ongoing
Members Seminars Welfare & Flexible tenancy	No	No	Yes	No	May 2012 June 2012	Yes
Update at Tenants TCG Meeting Welfare & flexible tenancy	Yes	No	No	No	May 2012 June 2012	Yes
Voids & Allocations E-bulletin to partners update on flexible tenancies	No	No	No	Yes	April 2012	Ongoing
Tenant & Staff Workshops – Welfare Reform Flexible tenancies	Yes	No	Yes	No	July 2012	
Housing Register People and stakeholders sent summary of Tenancy policy, questionnaire and invite to drop in sessions	No	No	No	Yes	July 2012	
Cabinet Reports Welfare Reform Tenancy Policy – flexible tenancies	No	No	Yes	No	August 2012- September 2012	
Dedicated website to benefit Welfare: Forum Q&A	Yes	Yes	Yes	Yes	Design 22 Aug. Publish end Aug 2012	
Event at the Assembly rooms including: Viewing of the video by Tina giving a overview of the changes in housing	Yes	Yes	Yes	Yes	September 2012 December 2012	

<p>Tables around the room to assist people with their enquiries about :</p> <ul style="list-style-type: none"> * Changes to Benefits * Under or over occupying and want to move * Understanding Flexible tenancies <p>Press release Reception Screen</p>					March 2013	
<p>Locality Area Events at Hubs</p> <p>Visit to sheltered & Supported Housing</p>	Yes	Yes	Yes	Yes	September – March 2013	
<p>Website Home Page</p> <p>Page dedicated to updating tenants including:</p> <ul style="list-style-type: none"> * Video * Q&A's * Feedback sheet 	Yes	Yes	Yes	Yes	August 2012	
<p>Tweet: Advertise our events</p>	Yes	Yes	Yes	Yes	2 weeks prior to all events taking place	
<p>Live Blog giving opportunity to have their questions answered</p>	Yes	Yes	Yes	Yes	September 2012 December 2012 March 2013	
<p>Post out simply guide leaflet of all the changes including timetable</p>	Yes	Yes	Yes	Yes	October 2012 Feb 2012	
<p>Article next editions of Talkback</p>	Yes	Yes	Yes	Yes	November	
<p>Publish new Tenancy Policy:</p> <p>Website By post Tweet update</p>	Yes	Yes	Yes	Yes	?	