

# Communications Group

## Terms of Reference



<b>Definitions</b>	<p>Resident Communications Group (RCG)</p> <p>All Southern Housing standard letters to residents, newsletters and resident publications are assessed by residents who are part of our Residents Communications Group before they are printed and/or circulated.</p> <p>Online support</p> <p>To support the Resident Involvement team to ensure Southern Housing website is accessible for all. Ensure Southern Housing website is easy to navigate and to minimise the number of “clicks” before information is found.</p> <p>RCG is Informal resident involvement.</p> <p>The group provides opportunity for Southern Housing to ensure communication sent to residents is clear and user-friendly. This involvement opportunity requires feedback from residents but allows residents to be flexible in their involvement within the group. For example if there is a project in which they cannot commit to the feedback deadline, the resident can remain within the group and pick up at the next project.</p>
<b>Purpose</b>	<p>The purpose of the Resident Communications Group is to:</p> <ul style="list-style-type: none"> <li>• Ensure all communications sent to residents is clear, concise and easy to read</li> <li>• That the format and layout makes communications interesting and readable</li> <li>• That the writing style is in line with Southern Housing standard of communications</li> <li>• Testing online services to make sure they are easy to use and accessible to residents regardless of their personal IT skills.</li> </ul>
<b>Role</b>	<p>The RCG will:</p> <ul style="list-style-type: none"> <li>• Read all communication that is sent to them, this will be via email or other online platforms</li> <li>• Respond with comments on the readability of the document</li> <li>• Look for grammatical and spelling errors</li> <li>• Ensure the document meets Southern Housing communications standards</li> </ul>

	<ul style="list-style-type: none"> <li>Where Legal information is present, that this is explained in a way that is relevant to residents.</li> </ul>
<b>Communication</b>	<p>The main line of communication will be via the Resident Scrutiny and Governance Team</p> <ul style="list-style-type: none"> <li>All responses should be timely and relevant</li> <li>Members will be encouraged to communicate with each other to ensure the best outcome of each document reviewed.</li> </ul> <p>Permission will be sought from members to share their information with other members in line with GDPR.</p>

Document Version Control			
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