



Dovecotes TMO - Communications Policy

Statement of Intent

We aim to conduct our affairs in an open and transparent manner and make information publicly available unless there are justifiable reasons for withholding it.

The purpose of this policy is to;

- To co-ordinate the communications by the TMO to the area of the TMO and propose text and information and publicity material for the TMO newsletter and other leaflets or communications as required;
- To prepare a promotions strategy and programme and to submit it for approval to the Board during March of each year;
- To monitor and manage the TMO website and its material including links to other sites. Day to day management of the site is delegated to TMO staff who will seek Chairs approval for amendments to site

In line with our commitment to equality and diversity, this policy can be made available in a variety of formats, including large print, translated into another language or other media. Reasonable adjustments will also be made to assist individuals who have a disability.

Stakeholders and Other Customers

For the purposes of this policy, stakeholders are people or organisations with a direct involvement or interest in our operation and performance, including staff, residents, tenants, consultants, contractors and members of the board.

The TMO continues to maintain strong links to schools and churches, with networking ongoing.

Confidentiality

Staff, consultants, contractors and members of our board will be made aware of the need to treat information gained through their relationship with Dovecotes TMO as confidential and should not disclose any information which may be of a sensitive nature to any unauthorised person.

Staff and board members will be advised of the need for confidentiality as part of the induction process.

Contractors will be required to complete a disclosure of interest declaration before being accepted on to our list of approved contractors.

Contractors who are accepted on to our list of approved contractors will be asked to sign a confidentiality agreement.

Media Contact

No unauthorised members of staff or board will speak to the media (press, radio or television) or post information through any social media such as Facebook or Twitter.

Enquiries from the media should be directed to the Chief Officer or, in his/her absence, the Chair of the TMO board.

Accountability

We will be open and transparent with all our stakeholders.

We will provide information on our performance in all areas of our work and, where this information is not sensitive; make it available for scrutiny and comment.

This policy and associated procedures and plan should be linked to the objective of promoting and enhancing our reputation. We will therefore:

- Remain professional in our communications
- Encourage stakeholder feedback and act upon it where we can
- Ensure our website and social media sites are updated frequently
- Review our communications plan annually so that it is current
- Be reactive to changes in communications practices
- Ensure staff and board members receive appropriate information and training to enable them to fulfil their role within the organisation

Channels of Communication

Internal and external communications will be detailed in the Communications Procedure and Plan and will be reviewed regularly.

It is important that we communicate effectively with employees and other stakeholders,

This may be:

- Verbally by face to face meetings, telephone, focus groups, estate walkabouts
- In writing by letter, newsletters and briefing notes
- Electronically through email and our website <http://www.dovecotestmo.com/>
- By social media such as Facebook and Twitter <https://www.facebook.com/Dovecotes>
- Via our Estate Office: 86 Ryefield, Wolverhampton WV8 1UD

The TMO will provide Quarterly Newsletters in a variety of formats: as well as the hard copy posted through resident's doors, we can produce an electronic copy which can be emailed upon request.

Will we specifically keep members of the TMO updated regularly by;

- Creating, maintaining and updating E mail and text (phone number) data base of tenant's leaseholders and if possible other residents and shops on the estate
- Emailing or text messaging urgent news and important updates
- Creating a new generic Dovecotes Housing Office e mail address to facilitate communication

- Circulate prior to Annual General Meeting Annual Report, containing performance information, Chair's report and management accounts information
- Ensuring minutes are available to residents upon request
- Maintaining a Reception Notice board with current information and contact details
- Providing a Suggestion Box in reception, repairs satisfaction surveys, and actively pursuing feedback.

We display posters and leaflets with important news, information and events in reception as well as promoting community activities. We also provide a computer room available for public use.

Resident Participation

The TMO realises the importance of ensuring effective communication with our tenants and residents, and of involving them in decision making. This policy will be compliant and complimentary to our constitution.

To evidence our commitment, we will provide accurate, relevant and accessible information to ensure tenants, residents and other customers are well equipped to participate.

We will use a range of methods to communicate with tenants, residents and other customers and seek their views, tailoring our methods of communication to accommodate any particular needs.

Role of Board Members

Each Board Member will be responsible for ensuring this policy and the related procedures are applied.

Monitoring and Review

This policy will be reviewed 5 years from the date of implementation, which will be the date the policy is approved by the TMO Board or earlier if deemed appropriate.

Date Adopted	Review Required	Initials
28/08/2019	July 2021	JC Chair / AM Chief Officer