

Date: 15 April 2010

Sovereign Kingfisher residents satisfied with the service they receive

Sovereign Kingfisher held its second residents conference at the Hilton Hotel, Basingstoke recently. Feedback from residents has shown it to be a resounding success.

The day was led by residents for residents and was chaired by Resident Board member, Jenny Dykes. Feedback from residents about the services Sovereign Kingfisher provides was welcomed. Topics of discussion ranged from repairs to grounds maintenance, from customer service to resident involvement, engaging residents in shaping the future of the services they receive.

For those residents attending with children, a special programme for young people was in place. Childrens activities were led by a Chelsea football coach and they had a marvellous time. The day ended with a visit to Milestones museum in Basingstoke.

Residents commented that, "It was very worthwhile. I was impressed by how positive the residents were." One resident said that this was the first time she had been to something like this and she "appreciated the opportunity of having her opinions taken into account".

Carol Williams, Managing Director for Sovereign Kingfisher said, "The conference is one of the ways for residents to get involved and have an input into the decision making process of Sovereign Kingfisher. Listening, involving and engaging residents is fundamental to everything we do, and is invaluable in shaping the future of the services we provide. Residents are encouraged to get involved and they can do so

in a variety of ways, by attending conferences such as this, group resident forums/panels, online and postal surveys or even by becoming a resident inspector.”

We are always looking for ways to improve our services and are open to suggestions for other ways of consulting and receiving feedback from you. If you are a Sovereign Kingfisher resident and would like to get more involved, or perhaps suggest an alternative way to get involved, let us know via our web site at www.sovereign.org.uk/kingfisher or by phoning 0800 988 4858 and asking to speak to a member of the resident involvement team.

www.sovereign.org.uk/kingfisher

- ENDS -

Notes to Editor:

Photographs attached.

- *The Sovereign Housing Group is made up of five charitable associations: Kingfisher HVHS Housing Association Ltd, Sovereign Housing Association Ltd, Sovereign Housing Group Ltd, The Vale Housing Association Ltd, and Twynham Housing Association Ltd - plus their subsidiaries.*
- *If you would like more information, please contact Debbie Down, External Communications Advisor for Sovereign, on 01256 302307, or email debbie.down@sovereign.org.uk.*



Sovereign Kingfisher staff at the conference



*Far left:
Martin
Littleboy,
Sovereign
Kingfisher
Resident
Involvement
Officer talks
to residents at
one of the
workshop
sessions*

