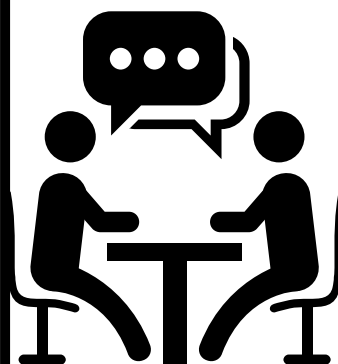


Date: 9 April 2025

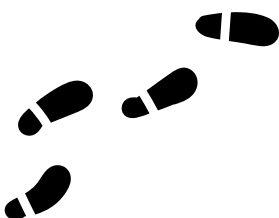
Tenants' Talk Accessible communication

What did we
talk about?



- Talked about what makes good and bad written communication
- Looks at samples of communication from other organisations to identify what tenant's liked and disliked
- Looked at proposed rent statement letter for Progress Group and RWP
- Tenants made suggestions to improve they layout for both versions of rent statement letter
- This letter template will be used to develop all standard letter templates used by the Group and RWP
- This will be a big project, but this is a very positive 1st step

Next steps



- Rent statement letter templates will be amended and shared with tenants for further comment
- Template will be used as format for all Group and RWP letter templates

