

The TMO must be completely honest with residents and if anything changes, make sure the change is communicated quickly, clearly and in a range of formats.

Example (HIU)

Appoint an independent residents advocate to take up residents' concerns, the advocate to have direct access to the TMO.

Example (and list how many enquiries I have made)

Do not accuse residents of not telling the truth, this is counter-productive and leads to the development of huge mistrust.

Example

Tell residents everything they need to know at the start of the project, not during it or at the end

Example (keep receipts of all expenditure)

Make sure the TMO knows and understands the personal circumstances of every resident and ensures it makes special arrangements where these are needed

Example (two babies)

Make sure that respite that is offered is off site and is truly welcoming and comfortable

Example

Respond quickly to all resident enquiries and do not expect them to use the cumbersome and time-consuming complaints procedure

Example

Investigate resident complaints thoroughly and do not just rely on information provided by the contractor.

Example (police complaint, Aziza)

Investigate all elements of a resident complaint.

Example (Maryam Adan)

Use a range of different consultation mechanisms so that the TMO is not accused of picking residents off one by one; and ensure that language and literacy issues are addressed

Example

Accept that sometimes the resident may be right and the TMO and/or contractor may have erred. Do not respond in a defensive aggressive mode but be prepared to learn swiftly from mistakes.

Example