

Eastlight Resident Members Charter



Philosophy

Eastlight is a Community Gateway organisation, committed to embedding customer voice in formal structures.

The Eastlight Resident Members Charter has been designed by Eastlight customers.

Eastlight customers can choose to become Eastlight Resident Members.

Through our Eastlight Community Gateway Circle, we provide opportunities for everyone to contribute, irrespective of time available, location or interest. We positively encourage our customers to become Eastlight Resident Members to help us to deliver our purpose and strategy.

We expect Eastlight Resident Members to hold us to account and scrutinise our performance.

Our Eastlight Community Gateway Circle aligns existing groups for customer-led scrutiny, communications and involvement and connects the Board, Committees, Staff and Customers to work together to deliver our purpose and strategy.

Our Eastlight Resident Members Charter outlines our long-term commitment to embedding meaningful influence and engagement and is enshrined in the Eastlight Rules.

We will explain, using plain English, what the Eastlight Resident Members Charter means for Eastlight customers and how they can get involved.

Eastlight Resident Members Charter



Our Charter

Our Eastlight Resident Members Charter's purpose is to build trust, create value and influence through meaningful customer engagement and involvement. It ensures that customers can act as long-term custodians for Eastlight's role in the community, providing quality homes and services.

Through the Eastlight Community Gateway Circle, we will organise and connect activity and people to improve accountability, scrutiny, transparency, influence, communication, connectivity and inclusion.

We will publish how a diverse range of customers can become Eastlight Resident Members and outline the criteria for admission. We will also publish the Terms of Reference and Code of Conduct for participating in engagement, community, communication and scrutiny activity within the Eastlight Community Gateway Circle.

Specifically, we will:

- Provide opportunities for customers to scrutinise performance and get involved in improving service quality.
- Provide opportunities for meaningful two-way dialogue and embedding customer voice, ensuring that ideas and content are sourced from local communities
- Ensure that diverse needs and preferences are considered when engaging in activity within the Eastlight Community Gateway Circle, providing an inclusive offer

This Charter will be reviewed every two years in conjunction with Eastlight Resident Members to ensure it remains fit for purpose. Any updates to the Charter will only be considered after full and meaningful consultation with Eastlight Resident Members and only where any updates remain within the spirit of the Charter purpose as outlined in the Eastlight Rules.