Keniston

Ms Carole Palmer
24 Isabella Drive

5th June 2023

Dear Ms Palmer

Welcome to the Keniston Resident Panel

Thank you for your interest in joining our panel. Keniston's Residents Panel consists of residents from across all Keniston's properties from all backgrounds, ages, and ethnicities. Panel members are contacted from time to time and asked to provide their views on all kinds of issues. This helps us to better understand how our residents want their services shaped in the future.

There are different levels of involvement, and you can choose to take part in as little or as much as you wish to commit to, but it does require some level of engagement, Some of our interactions may be using online meetings. **If you can use Zoom or Teams, please let me know.**

We publish an email newsletter for panel members twice a year to update members on the work of the panel and other housing news.

Training is provided wherever possible, which can be in-house or at a designated venue, but a lot of courses are now online. We update the panel if any opportunities arise.

You are welcome to join us on any of our estate walkabouts where you can see all our housing schemes. The next walkabout takes place on: **Wednesday 14th June at Darrick Wood 10.30am meeting outside the office. I'd be happy to meet you for the walkabout.**

I hope that you find your time on the panel interesting and enjoyable. Having residents involved in what we do here at Keniston is crucial, ensuring that the organisation continues to provide a good service meeting the needs of its residents. Any input you have will be extremely valuable.

In the meantime, if you have any questions, please do not hesitate to contact me.

Yours sincerely

Lynn Russ
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