

Build trust with tenants

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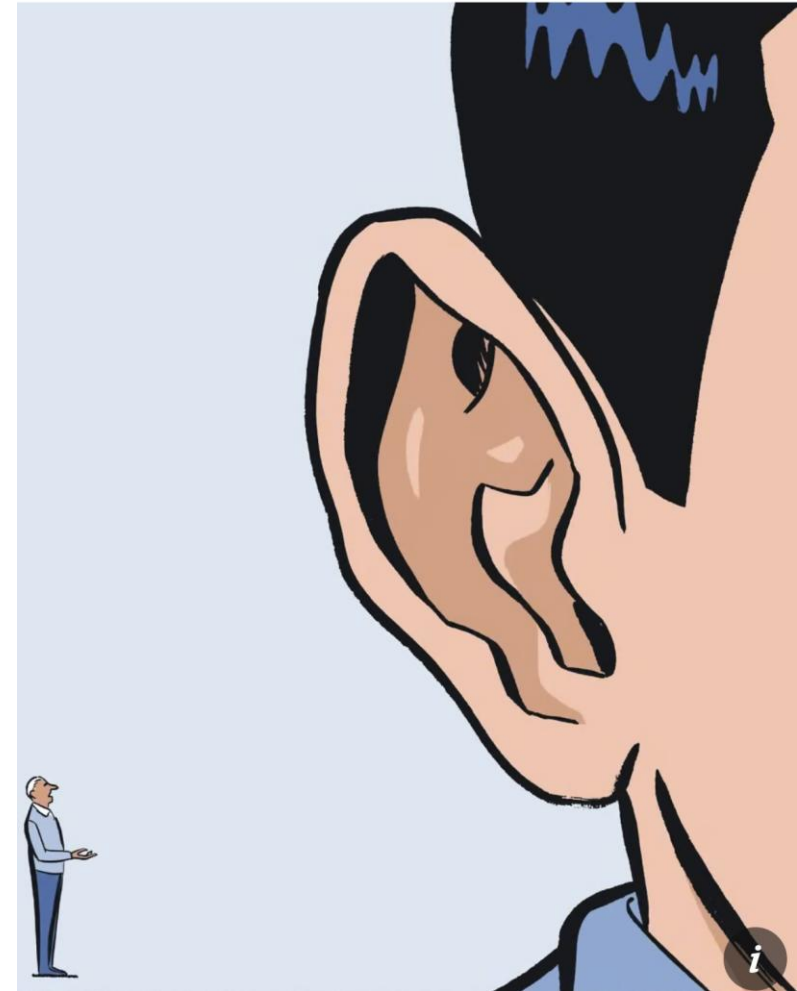
1 Have a voice in your organisation

- Clear, concise, human communication
- Be the conscience of your organisation
- Take a leading role in managing a crisis



2 Be a good listener...and act!

- Build trust through genuine listening
- Let people get it off their chest
- And close the feedback loop



3 High quality engagement

- Make engagement easy
- Fun events
- Structured engagement
- Set expectations

