

Your Voice

A Guide To Residents' Involvement Within The Association

Why Get Involved With The Association

We believe that we should be accountable to our customers for the policies we follow, the standards of service we deliver and the decisions we make. Accountability includes providing full and clear information about your tenancy or lease, and our activities as a landlord. However, this is only a starting point, we also need to ensure that we can listen to your views and allow these to influence our decisions.

How Can You Get Involved?

This section outlines the different ways in which you can become involved and influence decisions that affect you.

Surveys And Customer Feedback

Postal questionnaires are used to continuously monitor customer views on a wide range of services, for instance:

- Each time we carry out a repair or maintain your home, we will ask you to tell us what you thought of the quality of our repairs service and of the contractors we have used
- Every three years the Association commissions a survey that assesses the levels of resident satisfaction with its services and homes.
- We also carry out a satisfaction survey when you have moved into your new home.

Feedback is used to influence decisions over service delivery and is published in our newsletter and annual performance report.

Returning questionnaires we send you is a quick and easy way to influence the services we provide.

Residents' Involvement Board

Membership of the Residents' Involvement Board is open to any resident who would like to have a say in how the Association's work is managed, its policies, service standards and future plans. Its members will come together once or twice each year to discuss those matters which are most important to residents. Topics may include anything from the speed and quality of house repairs to how the Association might best deal with antisocial behaviour.

Ways in which you could be involved.

If you can not spare the time to come to a meeting but would like us to hear your views and ideas, then there are other ways of getting involved; you choose the method that's best for you.

By Phone – if you'd like to get in touch by phone, then call us and we'll call you back. We will call you at a time that's best for you.

By Email – send us an email to let us know your views or to give us feedback.

By Website - exchange views with other residents and provide feedback on our new Resident Involvement Website Forum

Meetings – if you are available and willing to attend a regional meeting, your involvement will be much appreciated. We will of course provide you with any help you may need to attend meetings and pay your expenses.

Which aspects of the Association's work might the Residents' Involvement Board discuss?

Housing management – this might cover topics such as grounds maintenance charges or how the Association deals with nuisance behaviour, or managing empty properties.

Repair and renewal issues – the Board might consider how new contractors are selected and other issues to do with the maintenance and improvement of homes;

Customer care – the Board might consider if there's a need for a resident satisfaction survey or for improvements in the way that complaints are handled.

Information services - under this topic the Board might look at ways of improving the residents' newsletter, or discuss if there's a need for a signing service for deaf residents.

Residents' Associations

Residents' Associations are democratic organisations which enable residents to get together either for social purposes or to tackle issues relating to their neighbourhoods, their estates, or their homes.

They give residents increased opportunities to meet formally with staff and to influence decisions about their homes and estates.

Residents' Associations can operate for many years, or can be formed for a short period of time to tackle a single issue or event such as the modernisation of a group of homes.

We offer training, help and support to residents wishing to set up a Residents' Association.

Having Your Say!

Your housing officer conducts annual scheme surgeries; where you can meet with them to talk over issues relating to where you live. We actively encourage our residents to discuss issues with us face-to-face and will invite you to take part in these local activities if you choose to do so. You will have opportunities to influence decisions about your neighbourhood, your home and the services you receive, helping to make improvements for the benefit of all residents.

Want To Know More?

If you would like to know more about how you can get involved, please contact your housing officer.