

Resident Involvement Board

Terms Of Reference

What is the Resident Involvement Board?

The Resident Involvement Board is simply made up of a group of **residents** from Warwickshire, Leicestershire, Northamptonshire and Peak District Rural Housing Associations, whom have **expressed an interest in becoming involved** in the way their Association works, and the decisions that affect them and the services they receive. Each of the four Associations is serviced by Midlands Rural Housing which is responsible for the Board's activities. A **high priority shared** by all four Associations is to **involve residents in all aspects** of the organisation. **We care** about what our residents want; therefore the Resident Involvement Board allows residents voices to be heard, enabling **genuine influence** over the housing services you receive.



Who can join?

The Resident Involvement Board is **open to anyone that is a resident** of one of the **four Housing Associations** which are serviced by Midlands Rural Housing. We are committed to ensuring that the Board is accessible to all residents, therefore we will try and **accommodate any needs you have**. Whether it be a disability or that English is not your first language, we will discuss how best to meet your needs.

How does the Resident Involvement Board work?

The Resident Involvement Board is designed to be **flexible** and to give you **choice** over the best way for you to get involved and express your views. Every resident's needs and availability will vary: for that reason, we try to **provide as many ways of communication as possible**, so as to best fit your individual requirements and circumstances. We are also interested in your **specific areas of interest**, so the Resident Involvement Board can contact you on areas that you are interested in **helping us to improve**.

What sort of topic can I get involved in?

A list of topic areas that you can get involved with can be found on the RIB application form. Some topic areas include: day to day repairs, service charges, repairs reporting, rent payments and the recovery of rent arrears, improving where I live, nuisance and anti-social behaviour, complaints procedures and services for people needing support. These are all areas that you can have your say on.

How you could get involved:

Come along to meetings: If you are **available and willing** to attend meetings or courses provided, your presence would be greatly valued. We may invite you along to discussions with members of staff and other members of the Resident Involvement Board, to **gather ideas** relating to your chosen areas of interest. Travel expenses will be paid for and we will try our hardest to provide you with any help needed.

By Phone: We may call you to simply **discuss our propositions and ideas** with you when your input is required. Likewise, you could phone us to discuss any further ideas you have, as Resident Involvement Board members **input is always appreciated**.

By Email: We will send you information or questionnaires relating to your areas of interest and ask for your comments and views. Similarly, you can **email us with any ideas or thoughts** you may have.

By Post: We will send you information or questionnaires relating to your areas of interest, and you can either send us your comments or contact us by telephone if you prefer.

We will soon have an online forum where residents will be able to join discussions and view RIB information.

How will meetings be arranged?

Meetings and courses will **generally be held at our main office in Coalville, Leicestershire**. We will consider your needs to arrange a meeting that is **best for residents to attend**. If you are invited to attend a meeting, we will give you **as much notice as possible** before the meeting date. Agendas and any papers will be sent out before the meeting and a **copy of the notes** from the meeting will be sent to you after. **We respect** that not all residents will be able to attend meetings, however if a large amount do volunteer to attend a particular meeting, we will **select a representative cross section** of volunteers to participate. Meetings will only be held if a sufficient amount of residents can attend.

How are the Resident Involvement Board review priorities decided? How will I know that the Involvement Board has made a difference?

Each year we will invite Resident Involvement Board members to **attend an annual meeting**. As well as providing us with the **opportunity to meet residents face to face**, the meeting will enable you to:

- Consider priorities and **topics for the future**
- **Influence** forthcoming review timetables
- Identify **training needs**
- **Discuss the progress** of reviews over the years
- **Receive feedback** on review decisions and review outcomes
- Give us your views about current Resident Involvement arrangements: **what is working and what is not**.

Are there any benefits of being a Resident Involvement Board member?

Resident Involvement Board members will have the opportunity to challenge, influence and improve the services we provide. In addition to this, Board members will receive:

- An invitation to attend an annual meeting and to influence future review policies.
- Access to appropriate training courses.
- Regular topics of discussion to voice opinions on.
- Expenses such as travel costs to and from meetings will be paid for.

Are there any rules to membership?

We would like the Resident Involvement Board to be **flexible and informal**, and for residents to feel **comfortable speaking and asking questions**, and to be able to voice their views in an **open and relaxed manner**.

However, for the **benefit of others**, we ask that Resident Involvement Board members agree to:

- Participate in a fair and positive way
- Discuss topics in an open and non-threatening manner
- Respect views that differ from your own
- Support our commitment to equal opportunities in all aspects of our work.
- Use our complaints procedure, rather than Resident Involvement meetings, to pursue complaints or grievances about service failure on your own or on other residents' behalf.

How do I join?

Simply fill in our application form

Or

Contact our office on 01530 278080 and we will take your details over the phone

Or

Email enquiries@midlandsrural.org.uk with your details.

Thank you

