

Getting Involved

We believe in providing quality, effective services to all our residents. This means that we need to know what you want so that we can improve our services. We encourage everyone to get involved in a way that suits them, so we offer a wide range of opportunities including board and estate management membership, tenants' forum meetings, surveys and one-to-one meetings.

We will:

- listen to you and value your opinions and involvement;
- provide clear information about how you can get involved with us;
- provide a variety of ways in which you can be involved;
- make sure that your involvement is a priority;
- review how we involve you every year;
- act in line with the law and relevant guidance;
- tell you what we have done and why;
- promote equal opportunities for everyone in all our activities; and
- regularly promote opportunities for you to get involved.

Our standards

- We will send you our newsletter every three months.
- We will send you our calendar, which includes information on our performance, every year.
- We will use our website to provide information about us and what we are doing.
- We will offer a variety of ways for you to become involved in influencing, improving and reviewing how we provide our services, including estate walkabouts, surveys, consultation days, focus groups, mystery shopping and surgeries.
- We will organise regular meetings with our tenants' forums, and we will hold joint tenant forum meetings every three months.
- There will be at least one tenant member on our boards.
- There will be at least three places for local residents on our estate management committees.
- We will encourage resident-led community activities by providing a community fund that local residents and groups can apply for every year.

- We will work with local schools, community groups and partners.
- We will keep a register of suggestions, compliments and complaints from residents and we will respond to them.
- We will work with the community to improve the neighbourhood and involve you in projects and events.
- We will work with the community, partners and agencies to support activities and events that help communities work together, social inclusion and the long-term success of our neighbourhoods.
- We will encourage tenants to take up training opportunities. We will pay any costs for training organised by us.
- Each year, we will monitor the effects of involving you.

How can I get involved?

There are lots of ways you can get involved, and you can choose what suits you best depending on the amount of time you have and what you are interested in. We welcome all involvement, whether it is filling in a survey once a year or going to regular meetings.

If you want to find out more you can speak to any member of staff, take a leaflet from our reception or download information from our website at www.villages.org.uk.

If you, or someone you know, would like this leaflet in another format, for example in large print, on audio CD, in Braille, or in another language, please ask a member of staff.

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