

## Resident Involvement Service Standards

We will:

- ✓ consult tenants on issues which affect their home; the services that we provide and wider community issues;
- ✓ provide information to tenants in clear language and in other formats on request to enable all tenants to participate;
- ✓ support existing and new tenant/resident groups and forums;
- ✓ support tenants/community groups through grants, staff time, expenses, access to training;
- ✓ explore and develop other options than formal tenant group meetings to enable as many tenants as possible to get involved;
- ✓ offer training opportunities for tenants and facilitate joint training with staff and Board members where appropriate;
- ✓ support tenants and residents that may want to start new groups;
- ✓ obtain feedback from tenants either as individuals or groups to ensure continuous improvement in our services.

Villages Housing's customer service standards are detailed in your tenant's handbook and in a separate leaflet. Our key aim is to ensure that all our customers receive a high level of customer care.

### Action Plan

The Initiatives Team will produce an annual action plan of community development activities and targets for the year for the areas in which it operates. These action plans will be reviewed quarterly in partnership with the Tenants Forums. The evaluations will include an assessment of value for money as well as the impact projects have on quality of life.

### Contacts

If you would like to speak to someone about getting more involved please contact the Team:



**Sarah Bevan** – Initiatives Director  
E.mail: [sarah.bevan@villages.org.uk](mailto:sarah.bevan@villages.org.uk)

**Barbara Murray** – Community Development Officer (Stockbridge)  
E.mail: [barbara.murray@villages.org.uk](mailto:barbara.murray@villages.org.uk)

**Janet Taylor** – Community Development Officer (Fitton Hill)  
E.mail: [janet.taylor@villages.org.uk](mailto:janet.taylor@villages.org.uk)

**Stockbridge Village Office** – 0151 480 1313  
16 The Croft, Stockbridge Village, Merseyside L28 1NR

**Fitton Hill Office** – 0161 633 4060  
2 Fircroft Road, Fitton Hill, Oldham OL8 2QN

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**Sarah Bevan**  
**Villages Housing**  
**FREEPOST NWW14901A**  
**Liverpool**  
**L28 3BR**

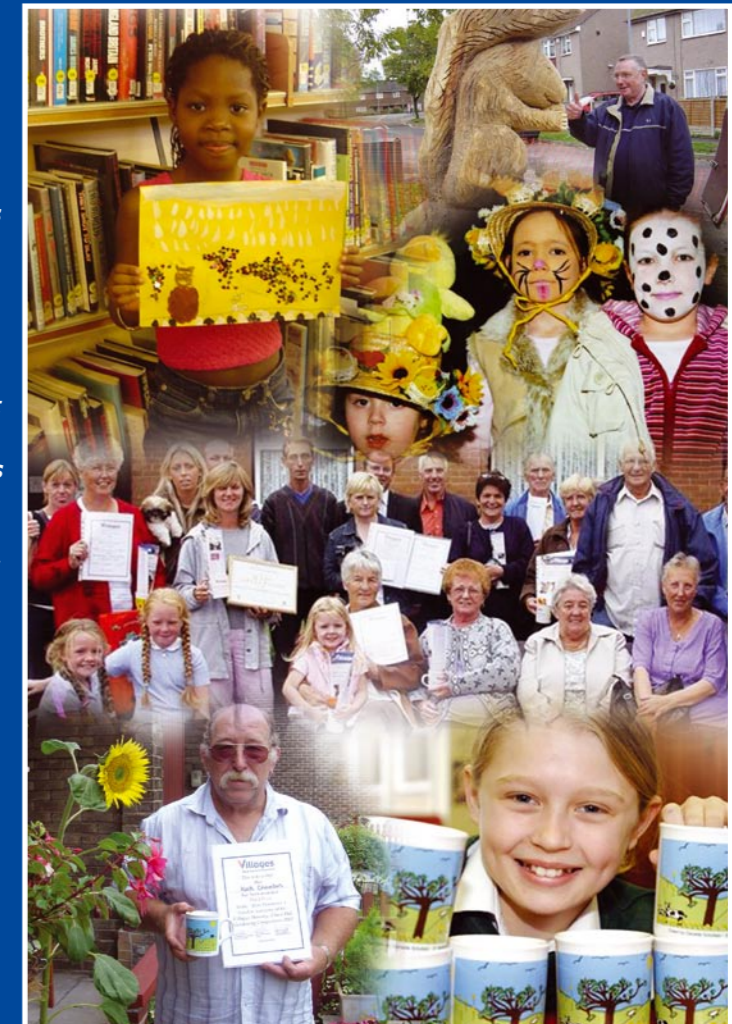
RESIDENT INVOLVEMENT

Are you interested in getting involved with Villages Housing?

Do you feel strongly about the services that you receive from Villages Housing?

Do you want to be more involved in your community?

Are you concerned about issues that affect your community?



Please ask us if you would like this document in large print, on audio tape, in braille or in other languages.

# Aims & Objectives

At Villages Housing it is our aim to continually improve the services that we provide to our tenants, the communities where we work, and to provide the type of services that our customers actually want. It is vital therefore, that our tenants are involved in the process of reviewing and monitoring existing services and implementing new services. Experience shows that involving tenants can be essential in helping to design and improve services. It can also give greater tenant satisfaction. The Association wants to be open and accessible and acknowledges that tenants' views are equally as important as those of our staff and other partners.

Through our resident involvement strategy we aim to:

- ✓ ensure that tenants' views are taken into account in the way that we manage and maintain our properties;
- ✓ involve tenants in improving existing services and implementing new services;
- ✓ to be open and honest;
- ✓ to ensure that we offer value for money;
- ✓ to take action when things are not working as well as they should be;
- ✓ ensure that all staff support resident involvement;
- ✓ to work with tenants in a variety of ways to ensure that as many tenants can become involved in a way and at a level that suits them;
- ✓ to work with tenants and the community to help them make a difference in their neighbourhood.

**To ensure that we are More than Just a Landlord!**



# Options for Involvement

We acknowledge that not everyone will want to get involved, but for those who do, different ways and levels of involvement will appeal to different people. We work within diverse communities and therefore need to provide a range of opportunities for involvement. The proposed opportunities for involvement are:

- ✓ **Satisfaction surveys** – these may cover all our services, specific services or area issues. They may be carried out by post, telephone, face to face or in the future using text or the internet;
- ✓ **Suggestion box** – these can be found in the reception areas of our offices;
- ✓ **Tenants Forum** – a group of local tenants who have been involved in reviewing service provision and also organise local community events;
- ✓ **Tenants and resident associations**
- ✓ **Focus groups**
- ✓ **Area surgeries/walkabouts**
- ✓ **Personal Letter/e-mail/telephone call**
- ✓ **Community groups**
- ✓ **Community activities**
- ✓ **Resident community budget grants**
- ✓ **Community Newsletters**
- ✓ **Membership of Villages Housing Boards/Fitton Hill Estate Management Committee**

Details of the full range of ways to get involved are shown at the end of this leaflet – if you want to get involved please fill in the form and return it to us, so we can then contact you directly.

# Equality and Diversity

Villages Housing wishes it to be known that it is an Equal Opportunities organisation. This means that in the provision of our services we will seek to ensure equality of opportunity and treatment for all. A full copy of the Association's policy is available from the office.

# Partnerships

The team will work in partnership with tenants, the local community, other departments and a wide range of private, public and voluntary organisations to maximise the impact of any projects.



# Options for Involvement

Name: .....

Address: .....

Contact Telephone Number: .....

E.Mail address: .....

Listed below some of the ways that you could get involved but you may have some other ideas which we could consider.

**Please tick the appropriate box(es)**

- |   |  |
|---|--|
| <input type="checkbox"/> Tenants Forum  | <input type="checkbox"/> Focus Groups        |
| <input type="checkbox"/> Telephone surveys                                      | <input type="checkbox"/> Email surveys       |
| <input type="checkbox"/> Postal surveys   | <input type="checkbox"/> Area walkabouts     |
| <input type="checkbox"/> Attending tenant training/conferences                  | <input type="checkbox"/> In depth interviews |
| <input type="checkbox"/> Newsletters  |  |
| <input type="checkbox"/> Setting up tenants/residents association for your area |  |
| <input type="checkbox"/> Local Community groups/activities (please state) ..... |  |
| <input type="checkbox"/> Board Membership (If opportunities arise) .....        |  |
| <input type="checkbox"/> Other (please state) .....                             |  |

It would also be useful for us to know what areas of service provision that you are particularly interested in.

**Please tick the appropriate box(es) below**

- Repairs service
- Planned maintenance  
*(5 year cyclical programme for windows/ external repairs and painting programme/fencing)*
- How properties are let
- Rents and service charges
- Environmental issues
- How Villages Housing communicates with its customers
- Anti social behaviour
- How residents can change things
- Multi storey blocks
- Sheltered Housing
- Supported Housing
- Things that affect disabled people
- Things that affect people from Black & Minority Ethnic (BME) backgrounds
- Leaseholders
- Services delivered by partner agencies e.g. refuse collection, schools, transport, leisure facilities
- Other (please state).....

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