



A GUIDE TO...

Becoming Involved... How you can shape your services

TRANSFORMING HOMES, LIVES AND NEIGHBOURHOODS



This leaflet details how Trent & Dove Housing currently involves our residents in the delivery of services and how you can work with us to ensure that we meet your needs.

It explains:

Why your views are important to us

What is resident involvement and how by being involved you can help to shape our services

Our commitment to you

The different ways that you can get involved

Why your views are important to us:

In order to secure the best possible service and standards Trent & Dove Housing wants to work together with its residents to meet their needs and aspirations.

Our Resident Involvement Policy outlines our commitment to making our neighbourhoods better places to live, involving our residents in decision making and providing opportunities for greater choice.

Resident Involvement is central to all aspects of business within Trent & Dove Housing.

What is resident involvement?

Involvement enables residents to take part in our decision making processes and to influence the way our services and standards are delivered.

It gives residents the opportunity to provide us with views and feedback.

It gives residents the chance to inform and influence change.

It allows for partnership working and sharing of information with our residents.

Our commitment to you:

In order that you are able to get the most out of our involvement activities and are able to work effectively alongside us we offer wide reaching training. This includes facilitation of meetings, presentation skills and personal development as well as the opportunity to attend national tenants' conferences.

We also make sure that your involvement with us does not cost you any undue expense. All travel costs incurred in attending meetings with us are fully re-imbursed.

How you can become involved:

Customer Panel

The chance to take a central role in our decision making processes. The Customer Panel involves our residents at the very heart of our business and presents real opportunities to influence change. The Panel looks at all aspects of our service delivery, how the service is received and how it could be improved. There is also an opportunity to review our literature and policy documents.

The Panel consists of up to 20 residents and meets every 2 months.





Focus Groups

Small forums which look at specific areas of our service delivery. These groups are set up for a short period of time to consider a variety of services such as repairs, planned maintenance, allocations, rent payments and estate management issues.

Service Review Groups

These groups work with Trent & Dove to review communal services. The groups form a working party alongside staff members to agree specifications, evaluate tenders and appoint contractors to deliver a service.

Residents Associations and Federation

The associations present a focal point for all residents in a community to meet and consider issues that affect everyone living in a particular

neighbourhood. Resident led, with support from staff members and other agencies, the associations are encouraged to be active within their local communities and are provided with funding and advice for community based projects. The Federation is a collective group with representatives from all of the Residents Associations. It forms a link between residents and Trent & Dove and has a particular focus on community and environmental issues.

Telephone / Postal / E-mail Panel

An informal opportunity to tell us what you think. Ideal for residents who have limited time for meetings but who would like to have a say in how services are delivered. The Panel is contacted four times a year.

Sheltered Tenants Forum

A group of residents who live in sheltered housing and who consider issues that effect sheltered housing residents both within Trent & Dove and nationally.

Tenant Participation Working Group

A panel of residents and staff who meet every 8 weeks to monitor the effectiveness of resident involvement within Trent & Dove. The working group annually reviews the Resident Involvement Policy.

If you think that you would like to take part in any of our decision making processes, we would love to hear from you.

For an informal discussion please contact the Resident Involvement Officer on 01283 528652.

If you would like information in another language or format, please ask us

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - *Hindi*

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - *Farsi*

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - *Urdu*

Jeżeli chciałby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - *Polish*

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - *Kurdish*

OTHER LEAFLETS AVAILABLE

How to Apply for a Garage

How to Deal with Anti-social behaviour or Nuisance

How to Pay your Rent

How to Terminate your Tenancy

A Guide to Annual Safety Checks & Service Programme

Your Guide to Finding a Home

A Guide to Keeping Pets in your Home

Aids and Adaptations in Your Home

A Guide to Making Alterations & Improvements

A Guide to Making Compliments Comments & Complaints

A Guide to Reporting a Repair

Service Standards and Customer Care

Welcome to Trent & Dove Housing



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