



Resident Involvement



**Your guide to getting involved
with Teesdale Housing
Association**

Getting Involved

How do I get involved?

- You can fill in the form at the end of this guide and hand it to a member of staff

Or

- Contact Steven Dawson, Resident Involvement Officer on 01833 694407 or email steven.dawson@teesdaleha.co.uk

Involvement is a two-way process

At Teesdale Housing Association, tenants are our priority, which is why it is important that you are allowed to be involved in a way that you are comfortable with.

We understand that not everyone wants to be involved at the same level and recognise that everyone has different priorities and views. That is why we have developed a range of ways for you to be involved.

Whatever your level of involvement, we will give you all of the support and training you need to get involved in a way you feel comfortable with.

You can make a difference!

Our aims are:

- To ensure that everyone that uses our services are able to make a real difference to our policies, service standards and the way in which we work
- To ensure that our opportunities for involvement represent the diversity of the communities that we work in
- To ensure that anyone regardless of age, disability, gender, race, religion and sexual orientation can become at a level that suits them

Ways of being involved

There are a number of ways that you be involved.

- You can be involved in decisions Pages 4 - 5
- You can be involved in influencing decisions Pages 6 - 7
- You can receive information Page 8

Involved in decisions

Board member

For tenants who have spent some time on our Tenants Consultative Group and want to get more involved at a corporate level, board membership may be the next step.

Useful for:

- Obtaining the expertise of tenants with the strategic decision making process that affects all of Teesdale Housing Association's homes.

Key features:

- There are **four** places on the Teesdale Board of management reserved for tenants.
- There are usually **six** meetings of the Teesdale Board held each year.

Tenants Consultative Group

Teesdale HA is committed to having residents involved in every aspect of its business.

The Tenants Consultative Group has a real influence in developing and shaping the future of the organisation

Useful for:

- Proving us with your views and opinions about the services that you receive
- Making suggestions for improvements
- Developing our service standards
- Monitoring and scrutinising our services
- Reviewing our policies and procedures

Key features:

- The Group is open to all Teesdale HA tenants
- Meetings are monthly and usually last two hours

Focus Groups and Service Reviews

Useful for:

Staff and residents coming together to discuss a specific issue or topic informally.

Key features:

Focus Groups

- Usually meet on a one-off basis to have an informal chat about an issue to see how it can be developed or improved.

Service Reviews

- Meet more regularly to discuss issues when reviewing a particular service area.

Compliments and Complaints

Useful for:

- Telling us about the service that you have received, whether it was good or bad.

Key features:

- Compliments and complaints help us to identify what we are doing right and where we may need to make some improvements.

Influencing decisions

Residents Associations

Useful for:

- Getting together with your neighbours to discuss the issues that affect you in your community
- Having a collective voice and coming together to tackle local issues

Key features:

- Residents Associations are open to all residents in a particular area
- You can attend meetings, meet socially or if you would like to become more involved, join the committee of the Residents Association
- Residents Associations are recognised by Teesdale HA and have a Chair, Secretary and Treasurer as well as their own funds
- Teesdale HA will provide support and assistance to any residents who wishes to set up a Residents Association in their area

Estate inspections

Useful for:

- Allowing Officers from Teesdale HA and other agencies to draw on the local knowledge of residents to help improve the area where you live.

Key features:

- Staff will record any concerns that are raised and what action is needed to deal with them. They will provide feedback on what action has been taken
- All residents in a particular area are encouraged to take part in estate inspections
- A timetable of estate inspections will be publicised in the newsletter and on the website, giving details of dates, times and locations.

Questionnaires and surveys

Useful for:

- Tenants who are unable to, or do not wish to attend meetings or join any groups.

Key features:

- Providing your views by telephone, post or email. We will send out a questionnaire or survey for you to complete in your own home at a pace that suits you.

'Home Front' Editorial Panel

Useful for:

- Looking at the articles that are to be included in the tenants' newsletter.
- Making sure that the newsletter is easy to read, well laid out and interesting to all tenants.

Key features:

- The Editorial Panel will agree the articles to be included, as well as agreeing the design and layout of the newsletter.
- They will read and review articles and give their views on what they would like to see included.

Mystery Shopping

Useful for:

- Helping us to test our services and seeing if we are delivering the service standards that we have set. It can mean contacting us in a number of ways including by telephone, email, in writing or by visiting the office.

Key features:

- You will test our services to see how well they compare to the standards that we have set. You will be asked to complete a short form to provide feedback on your experience.
- Training will be provided for anyone who wants to become a mystery shopper

Readers Panel

Useful for:

- Making sure our documents are easy to read, well laid out and free of jargon

Key features:

- We send out any new documents or any where we have made major changes.
- We post the documents out to your home and provide a pre-paid envelope for you to return them.
- You complete a short form to let us know your views and if there are any changes you feel we need to make.

Receiving information

Home Front tenants' newsletter

Useful for:

- Tenants who want to be kept informed about our services and what is happening within the organisation and the community.

Key features:

- The newsletter is produced twice a year and is sent out to all of our tenants and service users.
- It includes information about our performance, current and future developments, events, useful information and contacts.

Tenants Conference

Useful for:

- Finding out information about a specific topic, the aims of the association and a great opportunity to meet senior members of staff and Board members.

Key features:

- We hold the tenants' conference every two years
- It is organised through a Tenants Conference Steering Group, including members of the Tenants Consultative Group and the Resident Involvement Officer
- It allows you take part in discussions, group workshops and gives you the opportunity to network with other tenants and staff from Teesdale HA
- Details of the Tenants Conference are publicised in the tenants' newsletter, on the website and in the local press.

Website

Useful for:

- Applying for one of our properties
- Accessing information about our services
- Finding out the latest news
- Making a complaint or compliment
- Paying your rent
- Reporting a repair
- Getting involved

You can visit our website at www.teesdaleha.co.uk



Would you like to be involved?

Name	
Address	
	Post Code
Telephone	Mobile
Email	

If you would like more information on the ways that you can be involved with Teesdale Housing Association, please tick the relevant boxes below.

- | | |
|------------------------------------|--------------------------|
| Tenants Consultative Group | <input type="checkbox"/> |
| Setting up a Residents Association | <input type="checkbox"/> |
| Readers Panel | <input type="checkbox"/> |
| Homefront Editorial Panel | <input type="checkbox"/> |
| Estate inspections | <input type="checkbox"/> |
| Mystery shopping | <input type="checkbox"/> |
| Individual involvement | <input type="checkbox"/> |

What aspects of our service are you interested in?

- | | | | |
|-----------------------|--------------------------|---------------------------|--------------------------|
| Repairs | <input type="checkbox"/> | Lettings | <input type="checkbox"/> |
| Rents | <input type="checkbox"/> | Estate Management | <input type="checkbox"/> |
| Anti Social Behaviour | <input type="checkbox"/> | Services for older people | <input type="checkbox"/> |

Telephone: 01833 694400
Website : www.teesdaleha.co.uk

Fax: 01833 694430
Email: enquiries@teesdaleha.co.uk

Please return this form to:

Steven Dawson, Resident Involvement Officer, Teesdale Housing Association, 14A Redwell Court, Harmire Enterprise Park, Harmire Road, Barnard Castle, DL12 8BN