



Getting involved

This factsheet tells you about different ways you can get involved with us. We welcome feedback from our residents and you can get involved in as much or as little as you feel you are able to. We want to ensure every resident has a voice and this will help us to improve our services to all residents.

What is Resident involvement?

It is giving all residents that opportunity to have a say in the way we provide our services to you. We know many residents already play an active part in the improvement of our services by:

- Reading Lace Matters;
- Attending meetings within on their own scheme or annual resident meetings
- Taking part in community events and coffee mornings
- Following us on social media
- Checking information on notice boards within our schemes
- Informally talking to members of our Team.

Who can get involved?

We would like as many residents as possible to get involved in the way we manage our services and we will support residents by:

- Giving them the necessary training needed to fulfil their role
- Payment to cover reasonable expenses such as travel costs or provide assistance to those who care for others to allow them the time to take part
- Ensuring communication methods are appropriate, e.g. ensuring that any information we supply is clear and easy to understand and in an appropriate way, this could be providing assistance such as translating documents into braille, audio, another language or large print etc.
- We do not want to exclude anyone who wishes to take part even if they are not in a position to travel, there is always some way of taking part

How can I get involved?

By getting further involved, you will have a greater understanding of how we work as an organisation. When we develop our policies and procedures, we can seek your views as a resident. Getting involved does not need to take up much of your time as there are many ways you can help us achieve a good service to all residents. This could be:

- Becoming a member on our Resident Involvement Group
- Providing feedback from your scheme meetings to our Resident Involvement Group
- Completing our repair and customer satisfaction surveys
- Becoming a Resident Scheme Champion
- Taking part in other surveys
- Giving us feedback through social media or following up on an article in Lace Matters

Resident Involvement Group

The resident involvement group will consist of up to 12 members who will meet quarterly to look at information and feedback from:

- Scheme champions
- Questionnaires and surveys
- Review policies and procedures
- Look at value for money?
- Look at our key performance information

Scheme Champions

Scheme champions will:

- Check the scheme that they live in for any security issues
- Report any health and safety concerns directly to us
- Undertake checks on service contracts provided within their scheme to ensure they comply with the schedules set out by the Association
- Report back to the resident scrutiny hub
- Assess that our contractors are carrying out works to the agreed specification, e.g. window cleaning contractors etc.

If you would like further information about resident involvement opportunities, please contact our Housing Manager.