

# Resident Involvement Policy

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## 1. Resident Involvement Policy

We are committed to providing the highest quality service to our residents at the most affordable price. We believe that resident involvement in the decision-making process is fundamental, in order to introduce the customer perspective in achieving the right balance between the quality of service and its costs.

Our policy to achieve this is as follows:

At a local level we will:

- Encourage and support Residents' Forums which we will consult on decisions affecting residents.
- Encourage the formation of and support residents' associations.
- Consult all residents about any major decisions affecting the management or service delivery at their scheme.
- Consult all residents about planned maintenance or improvement works to their properties.
- Regularly canvas residents' views on the quality of service provided through resident satisfaction surveys and a variety of more local feedback questionnaires.

At a strategic level we will:

- Consult residents on our residents' participation policy and procedures.
- Maintain the Residents' Forum for general consultation together with Residents' Associations, and consult on specific issues which may arise from time to time.
- Ensure residents' views are fully integrated into decisions on wider strategic and policy issues.

We will widely publish performance information at both local and national levels.

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### 2 Resident Involvement Strategy

We aim to provide excellent service for residents. To do this we recognise that resident involvement is essential to providing a responsive, efficient and effective service which is central to best value. We aim to embed resident involvement at the heart of all Greenoak Housing Association's activities.

#### 2.1 Process

The strategy has the following aims:

- To consult with and involve more residents in the management of their homes, using a range of techniques
- To give residents choice and flexibility about the level of involvement they would like to have

Examples of resident involvement

- Development and support of Residents' Forums
- Opportunities to feedback on the services provided to residents
- Opportunities to influence policies of the Association
- Participation in organising social activities
- Support of Residents' Associations and Panels
- Organising resident training
- Estate walkabouts and door knocking visits

Working with residents through Residents' Groups and Panel members will be central to all the Association's involvement activities.

- Members will be encouraged to be involved in our resident involvement structure.
- Association staff will update the Residents' groups on policy issues, provide support and advise as required.
- Staff will meet with residents on a regular basis.
- Meetings and walkabouts will provide residents with the opportunity to discuss issues of concern face to face with staff members.
- Discussions will be recorded and action points recorded to provide follow up and feedback.

### 3 Best Value

Residents will be involved in achieving best value in specified areas of service delivery. We will aim to deliver continuous improvements and value for money in their services. The wishes of residents, and others, will need to be balanced against available resources within a clear and transparent framework, according to the principles of best value.

### 4. Involving in different ways

We recognise that many residents may not be interested in participating in the Association's formal structures, so the following sets out a range of informal mechanisms

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that we will implement to ensure that we obtain feedback from as many residents as possible.

- Surveys
- Estate or scheme walkabouts.
- Mailing
- One to one meetings
- Newsletters
- E mail and web site
- Consultation events
- Training
- Social networking

### 5. Review

The strategy will be reviewed by the Housing Management Committee at least every two years to ensure that it remains flexible and meets the changing needs of residents.

An agreed set of Performance Indicators will be used to measure performance to enable us to compare nationally as well as with our peers in our benchmarking group, SHAPE (Small Housing Associations Pursuing Excellence).