

# Resident Involvement Statement 2011

## You talk, we listen, join the vision



Resident involvement is fundamental to the success of Broadland Housing Association (BHA). Involving residents in the planning, decision-making and monitoring of our services is essential to ensuring that what we do meets the needs of the communities we serve and provides value for money.

BHA is committed to promoting and encouraging resident involvement through a range of formal and informal structures and initiatives. These aim to maximise our accountability to our residents in the communities in which we work.

**The aims and objectives of our 2009-2012 Corporate Strategy state that we will:**

**‘Maximise the opportunities for our tenants, clients and other customers to be involved in shaping and guiding our business’.**

**The below statement will be reviewed bi-annually with residents to ensure it meets its objectives and is representative of BHA’s priorities.**

### Aims and objectives of resident involvement

We realise that excellence in the delivery of our services can only be achieved through the involvement of our residents. The Association supports and encourages resident involvement at all levels of our business and will work to explore new initiatives so that all residents have the opportunity to be involved in a way which suits them.

In order to achieve this aim, the following objectives have been adopted:

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- To continue to improve the quality and range of information provided to residents, and to provide opportunities for residents to be involved in producing this information.
  - Assist all residents to have the confidence, skills and power to engage on housing and housing related neighbourhood issues in ways that are right for them
  - Give all residents the opportunity to get involved in a way which is suitable to them.
  - Ensure staff are committed to resident involvement, are clear about its importance and are trained and supported to deliver it.



## Residents can get involved by:

- Joining the Vision Club – this is a group of interested tenants who are happy to give their views on the services that Broadland Housing provide. It could be a survey to complete or attending a focus group to discuss a particular aspect of what we do.
- Being part of the Readers Panel – you would be asked to read and comment on literature that we provide so it can be ‘tenant approved’
- Become a member of a Forum, including the Senior Tenants, Estate Management or Maintenance, Repairs and Renewals Forum.
- Join or set up a Residents Association
- Volunteer as a Street Voice – An informal contact point for the tenants who live in the street, close or road where you live.
- Keeping in touch through surveys and the Door to Door newsletter.
- Using our complaints procedure
- Joining our Facebook page
- Applying to the Community Improvement Budget - Any tenant can apply for funding on behalf of all residents in a group of properties or a scheme. Contact your Neighbourhood Officer for more details.
- Joining the Door to Door Editorial Panel
- Taking part in Mystery Shopping and Tenant Inspections
- Become a Shareholder of the organisation
- Joining the Tenants Scrutiny Panel which looks at the performance of all areas of the business and scrutinises it by carrying out investigations to see how it can be improved
- Becoming a Board Member – 4 places are reserved for tenants.

## Resources to support Resident Involvement

- We have a dedicated Resident Involvement Team and Neighbourhood Teams – who will provide advice, support and access to administration.
- Resource Centres in Norwich, Dereham, Great Yarmouth and Kings Lynn to support and encourage greater involvement.
- We will pay reasonable expenses – this will include travel expenses, carer and childcare costs.
- We will support and pay for customers to attend relevant conferences, forums, focus groups and training events.
- We have an annual budget to ensure all customers have the opportunity to be involved. This will include start up grants to resident groups.
- We will use plain language in all documentation and communication with tenants.



## Reviewing and monitoring Resident Involvement

- Resident Involvement will be reviewed on an annual basis through the use of impact assessments.
- Further data will be used from satisfaction surveys to assess whether improvements have been achieved.
- Benchmarking will be explored to compare and share good practice with other organisations.
- We will publish outcomes to consultation exercises through our tenant newsletter and website and keep a log of outcomes to these exercises.



## Contact

If you have any queries regarding the statement or any of its content then please contact the Resident Involvement Team on 01603 750236/295 or Email: [tp@broadlandgroup.org](mailto:tp@broadlandgroup.org)

