

Where Communities Matter

Eden Housing Association Resident Involvement Statement 2009

We want to offer our residents brilliant services. We need to know what residents want, and make sure we listen when they tell us. We want to work in partnership – making the homes and services we provide and communities we work in, successful and sustainable.

We want to be an open organisation. We actively encourage residents to get involved with us, and make sure we respond positively to what they tell us. We value resident's input and believe that involving residents leads to better services.

We work in a rural area where towns and villages are widely scattered and often poorly serviced. We want to make sure we offer brilliant services and the chance to be involved to all our residents – whichever community they live in. Our resident involvement statement sets out clearly how we hope to do this.

Eden's commitments:

We will:

- Encourage involvement for all and take all views into account before making decisions
- Consult on issues that affect you and your community
- Support and inspire people to become involved
- Be clear about how all our residents can get involved
- Work with you to plan successful involvement
- Recognise and value the part everyone plays in the community
- Show we have consulted, listened to and understood the community and given feedback
- Monitor and evaluate what we have done and be accountable to you for the outcomes
- Welcome challenge and be ready and willing to change
- Achieve value for money across all of our services

Eden's standards:

We will:

- Send you the quarterly Viewpoint newsletter, Annual Report and other relevant information
- Make sure our website is up to date with what is going on and what we're doing
- Invite you to the biannual conference and other events organised by ECHO*
- Make sure our staff have the information they need to deal with your queries
- Regularly provide feedback following resident involvement activities
- Provide a translation service and provide information in other formats or languages if needed
- Ensure that we take into account the diverse needs of all our communities
- Continue to provide equality and diversity training for all our Tenants & Residents Associations
- Pay reasonable expenses to those who get involved
- Offer support and training to sustain Tenants & Residents Associations, community groups and community representatives
- Regularly work with our residents to review and improve our services
- Keep you informed about work we are planning or undertaking in your area



Shout out, Be Heard – How to get involved

- Become involved with the work of ECHO* by promoting Resident Involvement, influencing policies and procedures, monitoring performance and providing feedback to the Association
- Join a Residents Association or a Community Group
- Become a Tenant Board Member
- Complete Surveys/Questionnaires via telephone, text or email
- Attend a Focus Group on a subject which interests you
- Become a Community Representative
- Use our Residents Resource Centre
- Become a Mystery Shopper
- Assist in the planning of our Residents Conference
- Use our Complaints and Compliments procedure
- Join us on our annual Estate Inspections
- Attend community events in your area
- Join our Customer Approval Panel
- Assist in monitoring and reviewing our Resident Involvement Service.
- Join our Viewpoint Editorial Team
- Join TAP (Tenants Advisory Panel)
- Input into the EHA/ECHO Annual Training Programme

***ECHO is a group of tenants and residents whose primary aim is to promote Resident Involvement at every level. ECHO exists to serve all Residents and customers of Eden Housing Association, it seeks to form an effective partnership of all those who strive to continuously improve the Service Delivery of Eden Housing Association.**

Working together we can make a real difference!

If you want to find out more about any of the above please contact Heidi Ware, Resident Involvement Officer on **01768 861419** or by e-mailing at **getinvolved@edenha.org.uk**

We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.



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