

Where Communities Matter

Eden Housing Association Resident Involvement Statement 2010/11

We want to offer our residents brilliant services. We need to listen to our residents and deliver the services they would like. 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 events organised by ECHO* & EHA.
- 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 information in other formats or languages if needed
- Ensure that we take into account the diverse needs of all our communities
- 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
- Use accessible venues and a hearing loop where possible



Shout out, Be Heard – How to get involved

- Complete postal, telephone or email surveys & questionnaires
- Attend a Community Event
- Use our Complaints and Compliments Service
- Attend a Focus Group
- Take part in Estate Inspections
- Assist in monitoring and reviewing our Resident Involvement Activities
- Attending Training Courses or Awareness Sessions
- Join a Reading Group
- Be involved in Contract Monitoring
- Join the Viewpoint Editorial Panel
- Being a member of ECHO
- Join a Tenants & Residents Association or Community Group
- Becoming a Community Representative
- Mystery Shopping
- Become a Tenant Inspector
- Become a Tenant Board Member
- Join TAP (Tenants Advisory Panel)
- Use our Residents Resource Centre
- Join the Performance Posse
- Input into the EHA / ECHO 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 the Resident Involvement Officer on **01768 861419** or by e-mailing at **getinvolved@edenha.org.uk**

OTHER FORMATS, OTHER LANGUAGES

এই নথিতে অধিবাসীদের অংশগ্রহণের ক্ষেত্রে ইডেন হাউজিং এসোসিয়েশনের দায়বদ্ধতাগুলিকে নির্ধারণ করা হয়েছে।

本文件列出了 Eden 住房协会针对居民参与权的相关承诺。

Dokument ten przedstawia zobowiązania spółdzielni mieszkaniowych Eden (Eden Housing Associations) wobec mieszkańców zaangażowanych w działalność spółdzielni.

Bu belge, Eden Housing Associations'ın konut sakini katılımına yönelik taahhütlerini açıklamaktadır.

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言版本，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 chciałby 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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