

Where Communities Matter

SHOUT OUT, BE HEARD - How to get involved

As one of our residents, you are in the best position to tell us which services work well and how we can improve them. Involving our residents helps us to ensure that we are continuously improving the issues that matter to you.

Involving residents is all about;

- Giving you a say in how we deliver our services.
- Involving you in the decisions that affect you and your neighbourhood.
- Involving you to make sure that the services we provide are efficient, effective, provide value for money and meet the needs of all our residents.

How much time will it take?

We want to offer you as many different ways as possible to get involved, and give you the opportunity to become involved as much or as little as you like.

The time it takes depends on the type of activities that interest you and how much influence you would like over the services we provide.

Our new star ratings make it quick and easy to see how much of your time each activity will take.

To assist your involvement we will;

- Pay travel expenses.
- Contribute towards the cost of care for children and dependants.
- Assist with any other support you require which will enable you to become involved.
- Use accessible venues.
- Provide a hearing loop where possible.

“Make your voice heard and get answers”

What will I get out of it?

Not only will you be able to tell us where and how we can improve on the service we provide, by registering you will be automatically entered into a monthly free prize draw.

If you would like to register your interest in any of the options available read on for more information then complete the attached form and return it using the free pre-paid envelope provided.



It doesn't have to take up lots of your time to make a difference

below are the different ways in which you can become involved with the work of Eden Housing Association, which one suits you?



The more stars an activity has ... the more time this activity needs

★ **Completing Surveys/Questionnaires**

Filling in Surveys and Questionnaires is an easy way to get your views across to us. Surveys and Questionnaires will be available in a format to suit you either by post, over the telephone, by email or online via our website. All of the information collected is analysed and the results are used to help us plan for the future.

★ **Attending Community Events in your area**

We will often hold one off community events in the areas where our residents live. These events aim to involve the wider community helping us to build and maintain safe, happy and neighbourly communities.

★ **Using our Complaints and Compliments service**

The Association encourages and welcomes Complaints and Compliments. We view complaints handling as a key element of our customer care approach and a means of monitoring, maintaining and improving the level and quality of service provided to all of our customers.



★★ **Attending Focus Groups on topics that interest you**

Focus groups bring together residents to discuss a particular topic. The aim is to gain a deeper understanding of resident's attitudes and opinions, to find out what they think, feel and the reasons why. Information collected at Focus Groups helps us provide the services that are important to you.



★★ **Taking part in Estate Inspections**

We invite residents to attend our annual Estate Inspections, they are an ideal opportunity to discuss what is going well, but also problems/ issues on your estate. With our officers you will walk around the estate and report on problems such as, vandalism, fly tipping, abandoned vehicles and rubbish. You can also play a part in prioritising and arranging for these problems to be resolved.



★★ **Assist in monitoring and reviewing our Resident Involvement Activities**

Residents are continually asked to assist us in reviewing all of our Resident Involvement activities to ensure that the service we are delivering meets the needs of our Residents and the wider community.



★★ **Attending Training Courses or Awareness Sessions**

The Association runs or has access to training courses which are FREE to tenants and residents on subjects such as using computers and first aid. The Association and its partner organisations also run awareness sessions on subjects which may be of interest to tenants and residents. A copy of the Associations current training programme will be provided to those interested.





★ ★ ★

Join our Residents Reading Group

Residents are asked to comment on any publications that EHA produce, we want residents to ensure they are clear, concise, easy to understand and provide the correct information. This can be done at home.

★ ★ ★

Contract Monitoring

This involves monitoring our contacts such as the one with our primary maintenance contractors. This may include looking at whether performance targets are met.

★ ★ ★

Joining "Viewpoint" Editorial Panel

Our newsletter "Viewpoint" is produced 4 times per year, the editorial panel put forward ideas for features and may be asked to write articles. The editorial panel will be asked to comment on the overall style and layout of Viewpoint along with articles written by other people.

★ ★ ★ ★

Becoming a member of ECHO – "Eden Community Homes and Organisations"

ECHO aims to ensure everyone has the opportunity to 'make their voice heard' and is involved in improving the delivery of services from Eden Housing Association (EHA). ECHO meetings are held on bi-monthly.

★ ★ ★

Residents Associations and Community Groups

Joining a Tenant and Residents Association or Community Group enables you to have a collective voice which helps bring about changes in your area, they also allow you to address and hopefully resolve issues of concern. Members find that being involved in these groups is a great way of meeting new people and learning new skills.

★ ★ ★ ★

Becoming a Community Representative

In areas where there isn't a Tenants and Residents Association individuals are able to represent the community by being a Community Representative. Community Representatives have a defined management area which they cover and the community in this area are consulted on who represents them. Community Representatives are able to bring issues of concern to the Association on behalf of the community and are also able to be the point of contact for the Association.

★ ★ ★ ★

Become a Mystery Shopper

Mystery Shoppers are residents who test our services anonymously either by visiting our offices or ringing us with a query. By becoming a Mystery Shopper residents assist us in finding out if we are providing customers with the service that they are entitled to.

★ ★ ★ ★

Become a Tenant Inspector

Tenant Inspectors are tenants who volunteer to independently inspect our services to ensure they are being provided efficiently and to the highest standards of customer care. They provide a valuable service, acting as a safeguard to make sure that we are delivering our housing services in a practical way which is in line with our policies and procedures and meets our customers needs. Tenant Inspectors may be asked to inspect the standard of our empty properties and repairs.

★ ★ ★ ★ ★

Becoming a Tenant Board Member

The Board are responsible for ensuring the success of the Association and making sure that it complies with all legal and regulatory requirements. At meetings Tenant Board Members will be given the opportunity to ask questions and comment before making decisions on the issues that they are being asked to consider.

If you would like more information on any of these activities please contact us by email on: getinvolved@edenha.org.uk or call 01768 861419 and ask to speak to the Resident Involvement team.



Name: _____

Address: _____

Telephone: _____

E-mail: _____

Mobile: _____

To help us ensure that everyone is getting the chance to have their say please answer the following questions

I am happy to receive information by:

text

email

Do you need assistance with any of the following to enable you to become involved?

Transport

Childcare

Elder Care

Your Care

Reading & Writing

Is there anything else you think we need to take into consideration?

I am interested in the following subjects (tick all that apply)

Anti-Social Behaviour and Harassment

Lettings & Homelessness

Rent Recovery

Equality and Diversity

Website

Value for Money

Repairs and Maintenance

Developing New Properties

I would like to be involved in the following ways (tick all that apply)

Postal Surveys/ Questionnaires ★

Telephone Surveys/Questionnaires ★

Email Surveys/Questionnaires ★

Attend a Community Event ★

Use our Complaints and Compliments Service ★

Attend a Focus Group ★★

Taking part in Estate Inspections ★★

Assist in monitoring and reviewing our Resident Involvement Activities ★★

Attending Training Courses or Awareness Sessions ★★

Join a Reading Group ★★★

Contract Monitoring ★★★

Join the Viewpoint Editorial Panel ★★★

Being a member of ECHO ★★★★★

Join a Tenants & Residents Association ★★★★★

Becoming a Community Representative ★★★★★

Mystery Shopping ★★★★★

Become a Tenant Inspector ★★★★★

Become a Tenant Board Member ★★★★★★

★★★★★ *The more stars an activity has ... the more time this activity needs*

EQUALITY AND DIVERSITY MONITORING QUESTIONNAIRE

All information is treated confidentially and will only be used to further improve and develop the Association and the services we provide. It will really help us if you would answer as many of the following as possible so we can ensure that we are treating everyone fairly and equally.

Ethnic Group (please tick one box to indicate your cultural background)

A White

- British
- Irish
- Any other White background
please write in

B Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background
please write in

C Black or Black British

- Caribbean
- African
- Any other Black background
please write in

D Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background
please write in

E Other

- Any other ethnic group
please write in

Gender Male Female

Age Group

- 16-24 25-34 35-44 45-54 55-59
- 60-64 65-74 75-84 85+

Sexual Orientation How would you describe your sexual orientation?

- Heterosexual Gay Man Gay Woman
- Bisexual Prefer not to say

Religious Belief What is your religion?

- None Christian Buddhist Hindu Jewish
- Muslim Sikh Other Prefer not to say

Disability Discrimination Act 2005

A person has a disability under the Disability Discrimination Act if he/she has a physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day to day activities. Long term means has lasted, or is expected to last, for 12 months. Do you consider yourself to be a disabled person?

- Yes (please state) No Prefer not to say
-

OTHER FORMATS, OTHER LANGUAGES

এই পুস্তিকাটি বিভিন্ন উপায় সম্পর্কে যার মাধ্যমে আপনি ইডেন হাউজিং এর কাজে অংশগ্রহণ করতে পারবেন এবং আপনার মতামত দিতে পারবেন।

此小叶介绍了您能够参与 Eden 住房协会的工作并发表您的意见的不同方式。

Broszura ta zawiera różne sposoby zaangażowania się w pracę dla Towarzystwa Budownictwa Społecznego Eden (Eden Housing Association) i wyrażania swojej opinii.

Bu kitapçık, Eden Konut Birliği'nin çalışmalarına katılmanın ve görüş bildirmenin farklı yollarını anlatmaktadır.

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 chciałoby 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.



Housing Hotline:

Freephone 0800 1833 948

or

01768 861470

Repairs Hotline:

Freephone 0800 3581 401

or

01768 861434



Blain House, Bridge Lane, Penrith, Cumbria CA11 8QU

www.edenha.org.uk