

RESIDENT INVOLVEMENT

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Resident Involvement Strategy

We want to ensure that:

- All of our residents are consulted effectively and are able to influence decisions taken at all levels
- The skills, knowledge and enthusiasm of the residents who participate are utilised effectively
- Involvement contributes to the personal development of those who participate
- Board members and staff are accountable to residents
- Regulatory requirements and legal obligations in respect of consultation are met

How You Can Become More Involved

We will encourage the involvement of residents in the decision making process by recognising their right to be consulted on significant issues and inviting them to become members of the Board of Management.

Residents can become more involved by:

- Responding to our periodic satisfaction surveys questionnaires
- Attending tenant panel meetings
- Attending house meetings
- Giving feedback on matters raised in our newsletters
- Assisting our officers when they carry out property inspections
- "Mystery shopping" to test our service (training provided)
- Helping us to conduct telephone surveys (training provided)
- Using the suggestion box in the reception area of the offices
- Responding to the satisfaction questionnaire we send out when you have reported a repair

We will respond to your views and suggestions.

Assistance We Can Offer

We will give incentives and provide support and assistance in order to encourage participation and make it more effective.

- We will pay travel expenses for attending meetings, training and conferences
- We will use prize draws as an incentive to respond to surveys and attend meetings
- We will provide appropriate training
- We will hold meetings in the most convenient locations, ensuring that there is the best available access, environment and facilities for those who have a disability