

## Engaging Everyone - What are your options?

This list gives you a flavour of the type of things you might want to do. In addition we will set up specific new groups in response to residents suggestions.

Method of involvement	Role	Open to whom	Requires attendance at meetings?	Level of influence
Residents Forum (RF) (max 12 residents plus 2 Board members)	Scrutinise standards of service delivery; help shape response to customer opinions and feedback directly to the board to help shape policy agenda.	Nominees from Themed Groups	Yes	High
Themed Groups	Allow residents to work with staff to focus on particular service areas. Meetings are friendly and informal. You don't have to be an expert in housing – your experiences as a resident and a member of your community are valuable.	Any customer with a particular interest in the theme	Yes	Medium/High
Customer Services	Reviews policies and standards related to customer services (repair line, receptions etc) and makes recommendations for improvements.			
Asset Management	Looks at shaping our day-to-day repairs service, our plans for refurbishment and the long term plans for our homes. Residents help to improve services from repairs contractors.			
Engaging Everyone	This group seeks new and innovative ways of encouraging residents to give their opinion. It makes sure that we listen to the views of all our residents.			
Income (rent, service charges)	Looks at current and service charge policies, how effectively we collect rents and how we set and services charges and monitor these contractors.			
Tenancy & Estate Management	Considers issues relating to your tenancy, letting of homes, anti-social behaviour and estate services.			
Development & Design	Involves residents in design and development decisions regarding new homes built.			
The Word	Supported tenants from our Care and Support service influence the decisions that effect them and the service they receive.			
Young Residents	A group specifically for 18 – 30 year olds. Younger people often feel that their voice is never heard so we have a special group just for them. The group looks at making our services more responsive to the needs of younger people.			
Tenants Option Budget	Tenants agree how to spend a pot of money to make environmental and security improvements.	Nominees from Residents' Forum	Yes	High
Editorial Panel	Residents work with staff to agree the content and design of the residents' newsletter @Home. Residents share ideas, contribute to and edit articles and take photographs.	All customers (limited places)	Yes	Medium/High
Hot 100 (100 residents)	Residents promise to respond to consultations (known as Hot Topics) by post, fax, email or phone.	All customers	No	Medium
Board Membership	Governor of the Association.	All customers	Yes	High
Open Consultation	Opportunity for every resident to respond to proposed changes to services or policies where it is agreed that full consultation is needed.	All customers	No	Medium/Low
Targeted Consultation	Opportunity for individuals to influence decisions regarding their own home or scheme.	Target Group of customers	No	High Locally
Residents' Associations	Focus on local issues, but also respond to policy developments that affect residents.	Defines own membership	Yes locally	High Locally
Focus Groups	Used for targeted consultation (to target the views of a specific group or geographical area).	All residents matching focus topic	Yes locally	Medium
Annual Residents' Event	An event that is open to any resident.	All		Low
User Surveys	To allow users of a service to comment on the service received.	All customers who have used the service	No	Medium/High
Resident Inspectors	Resident inspectors take part in estate inspections with staff and comment on the general appearance of their scheme or estate.	All customers	No	Medium