

Community Involvement Service Standards

Our Commitment to you

Tenants and residents are at the very centre of everything we do and we want to involve you in shaping and developing the services you want and obtain feedback on how well we are doing.

To achieve this we will:

- Offer a range of ways you can get involved with us, to make sure that there is at least one way that suits you;
- Give you information in plain language to help you to take part;
- Make sure everyone has the chance to take part fully by taking practical steps, where needed, for example, providing interpreters, induction loops or help with childcare;
- Actively encourage, consult with and support tenants' and residents' groups;
- Have up to four tenants on our management Board, elected by other tenants in their local housing office area and up to six elected or appointed tenants on each of our four Area Panels, which will be chaired by a tenant Board member;
- Explore new ways of involving young people and people from black and ethnic minority groups, or any other under-represented group;
- Offer a training programme to help you get the most from your involvement;
- Put you in touch with your local group if you would like to join or advise you how to set up a group of your own if there is no group in your area, and give you support and training;
- Offer you the chance to give us feedback on our services including repairs, home improvements and the contact centre;
- Offer tenants' groups and 'Village Voices' the opportunity to do four walkabouts each year and spend money improving your area through estate-investment bids (for example, new fencing);
- Publicise the work of the 4 Area Panels that cover the inner east, outer east, inner northeast and outer northeast of our area and publish the minutes of the Area Panel meetings in our magazine, our local housing offices and on our website;
- Publish the dates of the area forum meetings in our magazine, our local housing offices and on our website and we will invite all tenants' groups, 'Village Voices' and anyone who has been before to neighbourhood forum meetings at least two weeks before the meetings;
- Contact you up to 10 working days after a neighbourhood forum meeting to keep you informed of your estate-investment bid's progress and contact you up to 10 working days before any work starts;
- Ask you for your views on the estate walkabout and the estate-investment schemes within 10

Its our business to enrich lives, homes and communities