

**Dip your toe in the
water and join in...**



Resident Involvement Statement





It's a two-way thing

At Erimus Housing, residents are our priority and that's why we want to ensure you have the opportunity to dip in and be involved in a way you can not only access, but that you also feel comfortable with.

You don't need to plunge in, as we understand that not everyone wants the same level of involvement with Erimus Housing and that involvement will vary across our range of services and activities.

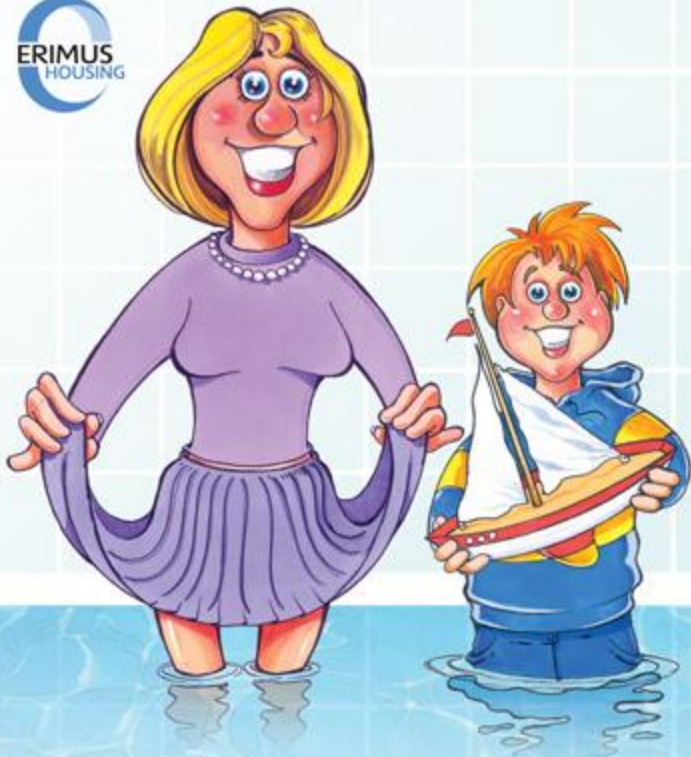
However, you can be assured that our commitment to you will remain the same, whether you just want to take a paddle or dive in with Erimus Housing. Whatever your level of involvement, we will give you all the support and training you need to get involved at a level you feel comfortable with.

Our aims

We want you to help influence, shape and improve the services we provide because we want you to be at the heart of our decision-making process.

We are committed to equal opportunities and we treat everyone equally, regardless of race, religion, ethnic origin, colour, nationality, gender, marital status, disability, class, age or sexual orientation.

By listening to you, we can make sure your homes and communities are comfortable and enjoyable places to live in.



Take a paddle...

If you just want to stay at the water's edge, we have a range of information available for you to access.

This includes:

- InSight, the tenants' newsletter
- Our website at www.erimushousing.co.uk
- Local area conferences
- Your annual residents' conference
- Our Resident Involvement Strategy
- Leaflets and flyers



A gentle swim...

There's also the opportunity to make a bigger splash in Erimus Housing and have a say through our consultation process, which ensures we carry out effective consultation with our residents both locally and across Middlesbrough, providing information and asking for your comments.

There is a range of flexible opportunities for you to get involved in developing and making decisions on the services that affect your home as well as your community.

You can get involved through:

- Your local area housing forum
- Estate walkabouts with your local estate officer
- Residents' association meetings
- Our mobile exhibition unit
- Surveys
- Ringing us on 01642 256170
- One-off meetings



Dive in

Or you can take the plunge and become more involved. Setting and monitoring standards and targets for local and town-wide services are also a priority for us and we want you to play a key part in this process.

You could become:

- One of five tenant board members _____
- A residents' panel member _____
- A mystery shopper _____
- A focus group member _____
- Part of a contractor interviewing panel _____
- One of the team running our Residents' Resource Centre _____



Paddling pool, swimming pool or the ocean?

Your views and participation DO matter to us, however deeply you want to get involved.

By listening and responding to you, we can ensure we deliver services that you want to receive, making your home and community a more comfortable and enjoyable place to live in.

Not only is there a range of ways to get involved, we also ensure that these are available locally to you. We make sure everyone has the chance to feed back views and that these are recorded and considered for action.

So whether you want to take a paddle, have a swim or dive in, join in and simply find out more or have your say.

You can contact our dedicated team at:

Resident Involvement team
Erimus Housing Ltd
14 Cinderwood
Thorntree
Middlesbrough
TS3 9RH

Telephone us on 01642 256170

Email us at: resident_involvement@erimushousing.co.uk

Log on to our website at www.erimushousing.co.uk