

Resident Involvement





We are committed to encouraging residents to take part in decision making and ensuring that we provide the services you want. We will continue to increase opportunities for you to get involved in monitoring our performance and developing our services.

Why should I get involved?

Getting involved means you can have a say in the way we provide our services. This means you can join other active residents to influence the decisions that affect you, your home and your community.

How do I become involved?

It is easy to get involved and if you have never done anything like this before, our Resident Involvement team will help you decide which level of involvement is best for you and offer any training and support you need.

What involvement opportunities do you offer?

There is a range of ways to involve residents of all backgrounds, ages and minority groups to take part. These include:

- Consultation events
- Focus groups
- Residents' Panel
- Residents' associations
- Area housing forums
- Training
- Mystery shopping
- Joining the Board of Erimus Housing
- Annual tenants' conference
- Leaflets and newsletters

What do you do with the consultation information you receive?

We want to consult with you to ensure our services are continuously improved, as well as encouraging as many residents as possible to take part in the management of their homes.

By bringing residents into the heart of the decision making process, we want to create stronger, caring, sustainable communities.



What approach do you use when involving residents?

Our promise to you is that we will:

- Give you information on chances for you to get involved locally
- Support tenant groups such as black and multi-ethnic communities, young people, people with disabilities and those with young families who are under-represented in tenant and resident groups, to become more representative of their communities
- Make sure all residents have clear, accessible information on housing services
- Identify a named officer in each area to work with residents' groups
- Provide financial assistance, equipment, support and training to new groups of tenants setting up new associations
- Consult with residents and their representatives locally on proposed changes to procedures and practices and planned improvement schemes

- Avoid the use of jargon and racist, sexist or other biased language
- Establish an agreed code of conduct that residents and staff must abide by at meetings

Can any resident become involved?

We make sure that no individual, group or community is socially excluded or disadvantaged and we ensure that young people, people with disabilities, members of the BME community and other vulnerable groups are encouraged to join in.

What support is provided?

We offer additional support to tenants' and residents' groups in:

- Setting up and running a recognised residents' association or tenants' organisation
- Organising meetings or community events
- Advising and assisting with applications for funding
- Producing and distributing newsletters and other publicity materials
- Recruiting new members
- Attending annual general meetings

What it will cost me?

We offer travelling expenses and care costs for most resident involvement activities and resident involvement support grants are available for official groups. These grants start from £100 for general

running expenses of the group, up to £500 for training and equipment that will benefit the community.

How much time does it take?

The amount of time and commitment is up to you and can be as convenient as you want it to be. Consider the information we have provided on different options and contact us to discuss how we might be able to help you tailor your involvement.

Do you have any further detail about resident involvement opportunities?

There is a range of other ways to get involved:

- **Monthly area housing forums**

These cover four areas and allow consultation on policy and service delivery, provide support to local residents who might need additional help and decide how to spend the environmental budget of £25,000 in each area

- **Residents' Panel**

This is the main consultation group which meets monthly and is made up of nominated residents from the four areas. This group oversees the running of the Resource Centre and considers grant applications from residents' groups

- **Residents' groups**

These can be both formal and informal and focus on their local area, organising social events and children's activities. If you are interested in starting a residents' group, please contact us

- **Tenant board members**

Five places on the board are exclusively for tenants. Enthusiasm, caring about the area, a desire to contribute to running a large organisation and an interest in housing services are needed but all training is provided

- **Training**

Training opportunities are available to all residents who are actively involved with Erimus Housing in some way. There is a range of opportunities including conferences, courses, one day seminars and visits

- **Tenants' conference**

Tenants help organise this event, which combines information sharing with fun, food and activities. Workshops vary from contributing to the strategic plan and service improvements to a youngsters' talent show and dancing in the aisles

Contacts

For more information, please contact us on 01642 256170 or log on to our website at www.erimushousing.co.uk

Colour coded information leaflets are available for the following services:



CUSTOMER SERVICE

HOUSING MANAGEMENT

SUPPORT SERVICES

REGENERATION

MANAGING YOUR MONEY

REPAIRS AND MAINTENANCE

We will make this information available in other languages, braille, large print or other formats on request.

Arabic

سوف نحاول توفير هذه المعلومات بلغات أخرى أو بلغة بريل أو بخط كبير أو بصيغ أخرى بناءً على طلبك.

Chinese

我们将会尽力以多种形式提供本信内容，包括其他语言、盲文、大字体或所需的其他格式。

Hindi

विषय आने पर हम यह जानकारी अन्य भाषाओं, ब्रेल, बड़े अक्षरों तथा अन्य रूपों में भी उपलब्ध करवाने की कोशिश करेंगे।

Punjabi

ਬੇਨਤੀ ਆਉਣ ਤੇ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਹੋਰ ਦੂਜੇ ਰੂਪਾਂ ਵਿਚ ਵੀ ਭਿਜਵਾਉਣ ਦੀ ਕੋਸ਼ਿਸ਼ ਕਰਾਂਗੇ।

Urdu

درخواست کرنے پر ہم اس معلومات کو دیگر زبانوں، بریل، بڑے حروف میں یا دیگر شکلوں میں دستیاب کرنے کی کوشش کریں گے۔



Erimus Housing Ltd, 4th Floor, Centre North East,
73-75 Albert Road, Middlesbrough TS1 2RU.

Tel: 01642 773600 Fax: 01642 773611

Email: info@erimushousing.co.uk

Web: www.erimushousing.co.uk

Ref No: CS3V1



business for neighbourhoods

