

# Our policy on Resident involvement

Our policy on resident involvement is designed to make sure that our tenants and leaseholders can play an active role in our work.

We are committed to giving our residents a say. We do this by:

- consulting you before we take important decisions
- giving you a say in how we manage your homes and communities
- telling you about activities and encouraging you to take part
- helping you to express your hopes and concerns
- getting residents, our partners and other local people to work together to improve community life
- creating ways to involve you in decision making, and
- giving you opportunities to scrutinise and shape services.

Please be aware that we will not involve you in resident involvement activity while you are in breach of your tenancy or lease conditions.

## Ways to get involved

People like to get involved in different ways, so we offer a range of ways to do so. Some are more formal than others.

### Board and Operations Committee

Residents on the Board and our sub-committees take part in setting our strategic direction and help to govern the organisation.

### Resident forums

Our resident forums focus on services in their areas. They meet quarterly to:

- check our performance
- review our services, and
- influence how we spend money on environmental improvements.

### Scrutiny Panel

The Scrutiny Panel carries out in-depth service reviews. The Panel decides which services to scrutinise, by checking customer feedback and our performance figures.

The Panel reports back, making recommendations, to our senior managers and the Operations Committee.



### Involvement from home

You can have your say without having to travel or go to meetings, by taking part in online surveys and discussions by email or phone.

### Customer feedback surveys

We may ask you to complete a survey to give us feedback about a particular service.

### Estate inspectors

We invite residents to join us at our regular estate inspections. As an estate inspector, you work closely with your Community Housing Officer to identify areas of concern, and to check cleaning and gardening standards.

### Road shows

Sometimes we use road show events to meet residents at our estates. This gives you an informal way to meet with staff and contractors, and to have your say.

### Block meetings

Meetings held at your scheme or block allow you to share your views on estate services, discuss problems and suggest changes.

### Residents' associations

We work with residents' associations – providing they are set up formally, so that we can recognise and support them.

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### Young people

We want to engage with our young residents, to give them a voice in their local neighbourhood. We aim to work with existing youth and community groups to help with this.

### Community centres

We have a number of community centres, which are used for community-based activities. We manage these centres, but we encourage the local community to use them for their own projects and groups.

### Procurement and contract monitoring

When it is appropriate, we invite residents to help us with the process of specifying contracts, choosing new contractors and monitoring the service we get from contractors.

### Legislation and regulation

This policy meets the requirements of the Regulator of Social Housing (RSH).

### Assessing this policy

We will collect information on our resident involvement work, so that we can assess how successful it is.

### Want to get involved?

If you would like to get involved in our work, get in touch with our Resident Involvement Officer. You will be able to have a chat and find out more.

*This leaflet provides a summary of our policy.*

**For more information** send a message through your 'My Corner' account, or email [customerservices@thch.org.uk](mailto:customerservices@thch.org.uk)