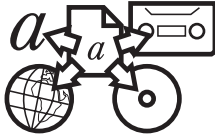


## 6. Resident involvement: our menu of involvement



This document is available in other languages, larger text and on audio cd or cassette.

The decisions that we take to develop our services can have a real impact on your home and neighbourhood. This is why we go much further than carrying out ordinary market research to find out what our customers want from our services: we also try to involve tenants and other residents in helping us to make business decisions and we consult widely when we consider making changes to our services.

This leaflet explains why you might want to get involved. It highlights the “menu of involvement” we offer and sets out some examples of what people have achieved by getting involved.

### Why get involved?

We continually strive to improve the services we offer, but we need to do this with your help.

## People get involved for many reasons

Perhaps you want to tackle problems in your neighbourhood like vandalism or a lack of play facilities.

You may be concerned about your home or the service we provide and have ideas for improvements.

You might want to meet neighbours through social activities.

Or you could go further. A monitoring panel of tenants and residents is being established to judge how well we are managing the homes in Miles Platting. If you would like to get involved in this panel, please contact us.

Others prefer to limit their involvement to filling in satisfaction surveys.

There are lots of ways to get involved and we provide a “Menu of Involvement” to ensure that there is something for everyone.

## Menu of involvement

### Surveys and the ‘Virtual Forum’

Filling in questionnaires is the easiest way to get your views across to us.

We regularly use a postal questionnaire to ask about your overall satisfaction with our services. We analyse the information we receive and use the results to help us plan for the future.

Other questionnaires are available in a format to suit you – by post, over the telephone, by email or online via our website.

These focus in more detail on your views about proposals to change important policies or the services that we offer you. We only issue this type of detailed questionnaire to people who have indicated their interest in getting involved in this way – we call this the ‘Virtual Forum’. We provide shopping vouchers in return for the time and effort people give us.

If you are interested in taking part in these detailed surveys please let us know.

## Focus groups

Focus groups are one-off discussions on specific subjects such as how we carry out repairs or let properties. We use focus groups to explore the views and experiences of our customers in more depth than we are able to do through surveys. You can choose how often you attend such meetings and the topics you are interested in. This is a particularly good way of getting involved if you think you might enjoy more in-depth discussion of a particular service area.

We offer help with transport costs to those who want to come to focus groups.

## Gardening clubs & social clubs

Gardening clubs are quite popular and you may be able to join or form one in your area. We can offer information booklets and help with organising meetings, developing tool hire schemes and subsidising the purchase of plants.

Some of the tenants' groups that we support are more interested in improving the community spirit where they live by organising social activities. This kind of involvement is less time consuming than setting up a formal tenant or resident group but can achieve a lot in a short time by working together. Sometimes, social clubs also go on to tackle wider community issues.

We provide grants to gardening and social clubs to help them deliver improvements in their community.

## Tenants' and residents' groups

Some people want to organise themselves into groups such as tenants' associations or groups. These often tackle a wide range of issues, not just things to do with the housing service we provide, and can involve people from the wider community.

Tenants' groups can be a powerful force in their local community, acting as a pressure group to improve services provided in the area and accessing funding to deliver projects. Examples of the successes achieved by the tenants' groups include the provision of CCTV cameras, play areas, gardening projects, warden patrols, cleansing services, security gates and helping to plan major estate redesigns.

If you are able to commit time to your local community, then this is the type of involvement for you. It might involve working on a committee as a secretary or chairperson, or you might prefer to just attend meetings to find out what is going on.

If you are interested, we can put you in touch with any groups active in your area or offer advice, training and financial support to help you get one started yourself.

## Monitoring Panel

This is a formal group that discusses our policies, procedures and performance. The Panel is a genuine opportunity for tenants to have their say about the work we do and to help us plan improvements in services.

The Panel offers a great opportunity to learn more about how we work so that you can be better informed and feel more able to influence things. Remember... "knowledge is power"!

## Local area forums and sheltered housing forums

Where possible, we can arrange forum meetings for a specific neighbourhood, aimed at discussing issues that are of particular importance to the area and attended by local management staff. We regularly hold forum meetings specifically for residents of our sheltered housing schemes.

## Neighbourhood contacts

Sometimes people prefer not to join groups but to work together with us as individuals to benefit their community. This could involve acting as a link between your neighbours and the local area team. You could become a named contact, learn more and help your local housing team keep in touch with your community.

## Shareholding

You may wish to become a shareholder of Adactus Housing Association – shares only cost £1.

The main advantage of being a shareholder is that you will automatically receive the papers issued for the Adactus Annual General Meeting including the Association's full accounts (although this information is freely available to any tenant on request).

Shareholders are also consulted from time to time on specific shareholder issues. Sometimes our tenants would have already been consulted on the same proposals with shareholders having the final say. Sometimes however shareholder issues relate to technical matters relating to changes to the Association's Rules that we would not normally consult with all tenants on. So if you want to be totally in the loop this option could appeal to you.

Please note that as Adactus is a non-profit making company its shares do not pay any dividends – being a shareholder in Adactus is not a way of getting rich quick!

## Board membership

If you feel that you could contribute to the management of the Association at the highest level, you might be interested in joining the Board. All members of the Board are volunteers and decide on key issues of the Association's policy, strategy and areas of business. We believe that tenants' experiences and viewpoints are extremely valuable to the work of the Board and we have a set number of places on the Board for tenants.

We can provide training to help you take this step, if you have the time, experience and commitment needed.

Please contact us to be put in touch with a member of our Resident Involvement Team or to find out more about any of these options.

## Our commitment to inform and consult with you

We will consult with you about:

- Any changes to your tenancy conditions
- Any substantial changes to the management, maintenance, or improvement of your home
- Any proposal to demolish your home
- Any substantial change to services or amenities that we supply in connection with your home
- Changes to our service standards

We will keep you informed about:

- Your rent account
- Our general activities
- Plans for the future direction of the company
- The company's spending priorities
- Development programme
- Maintenance programmes
- Regeneration activity
- Any substantial transfer of ownership or new acquisition of homes
- How resident involvement has shaped our services

# Getting in touch

# Lāngüagê Liñè

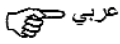
Varley Street Office: 0800 234 6826. Renaissance Consortium,  
Varley Street, Miles Platting, Manchester M40 8EE



in partnership with:



MANCHESTER  
CITY COUNCIL



عربي

ARABIC

حدد اللغة التي تتحدثها .

سوف نستدعي مترجماً على الهاتف لمعاونتنا .



کو ردی

KURDISH

پهتجه رابکیشه بۆ ئەو زمانەى قسەى پێدەکەیت .  
ئێمە مۆتەرچیمێک پەیدا دەکەین تا بە تەلەفۆن  
هەواکاریمان بکات .



বাংলা

BENGLI

আপনার ভাষাটি অঙ্গুলি নির্দেশ করে দেখান।  
আমাদেরকে সহায়তা করার জন্য টেলিফোনে  
আমরা একজন দো-ভাষী বা ইন্টারপ্রেটার এর  
ব্যবস্থা করব।



普通话 / 国语

MANDARIN

請指出您講的語言。  
我們將請一位口譯員在電話上翻譯。



廣東話

CANTONESE

請指出您講的語言。  
我們將請一位電話翻譯員  
來幫助您。



ਪੰਜਾਬੀ

PUNJABI

ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਝਿਸਾਰਾ ਕਰੋ।  
ਅਸੀਂ ਦੁਬਾਜ਼ੀਏ ਨੂੰ ਕਰਾਂਗੇ ਕਿ ਉਹ ਟੈਲੀਫੋਨ  
’ਤੇ ਸਾਡੀ ਮਦਦ ਕਰੇ।



فارسی

FARSI

زبانی را که صحبت میکنید نشان دهید  
برای کمک، مترجم تلفنی تهیه خواهیم کرد.



Soomaali

SOMALI

Farta ku tilmaam luqaddaada.  
Waxaan telifoonka ku heli doonaa  
turjibaan na caawiya



ગુજરાતી

GUJRATI

તમારી ભાષા તરફ આંગળીથી ઇશારો કરો.  
આપણને મદદ કરવા માટે એક દુભાષિયાને અમે ટેલિફોન  
પર બોલાવીશું.



اردو

URDU

اپنی زبان کی طرف اشارہ کیجیے۔  
ہماری مدد کرنے کیلئے ہم ٹیلی فون پر کسی ترجمان (انٹریپرٹر) کو بلائیں گے۔



हिन्दी

HINDI

आपकी भाषा की ओर इशारा करें।  
हमें सहायता करने के लिए एक दुभाषिये को हम टेलीफोन  
पर बुलाएंगें।



Tiếng Việt

VIETNAMESE

Hãy chỉ vào ngôn ngữ của quý vị.  
Chúng tôi sẽ mời một thông dịch  
viên qua điện thoại giúp chúng ta.