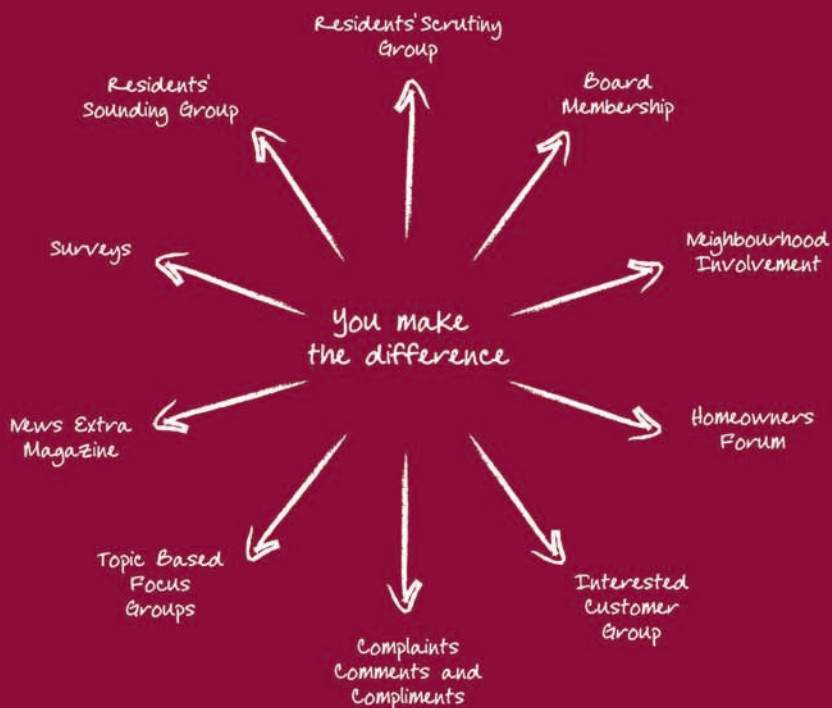


A Guide to Resident Involvement



As a resident, you are at the heart of everything we do. That's why we're working hard to get you involved every step of the way.



Have your say. Get involved!

As a resident, you are at the heart of everything we do. That's why we're working hard to get you involved every step of the way. Residents are anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders, shared owners, those in temporary accommodation, those who pay us fees for a service like a community alarm and also housing applicants.

It's not about
us assuming
what you want.
It's about you
telling us.
So get involved.





It's all about you

Because involvement is such a personal thing, we try to meet the needs of everyone.

To achieve this, we are:

- Building on our current, successful approach to increase the opportunities for everybody to be involved in a way that suits them.
- Developing new and innovative ways to involve all residents.
- Making the right resources available for you to join in.

Supporting you in getting involved

As an incentive to encourage you to get involved and to thank you for your time we'll pay any travel expenses when you attend a meeting. If you don't have your own transport we'll arrange a taxi for you. We'll also pay expenses for childcare or carers for adults.

Get involved at a strategic level*

Here you can influence policies, procedures and priorities across all of the SSHA services.

Residents' Scrutiny Group

This group examines the work of the organisation in detail and recommends improvements to the services that are offered by the Association. Working closely with the Board and Management Team, this dedicated group will ensure that the Association is delivering the targets of the SSHA Local Offer - you'll find these in your Customer Annual Report.

Residents' Sounding Group

The Residents' Sounding Group meets regularly throughout the year at different times of the day to guide and challenge policy reviews and put forward proposals for meeting the targets of the SSHA Local Offer. The group is made up of a core of 25 residents

and recruits new members on a project-by-project basis. All of our residents are welcome to take part. It all adds to the diversity and healthy mix of opinions that we need.

News Extra Editorial Panel

This group meets every quarter to produce each issue of the SSHA residents' newsletter, News Extra. The group makes sure that the newsletter is free from jargon and that the articles are easily understood. Members also contribute ideas for articles and how to continuously develop the magazine.

Get involved at a local level

This involves working in your neighbourhood with local people to address issues that are causing concern; and building confidence and skills to improve quality of life.



Homeowners Forum

The Homeowners Forum is open to all leaseholders and shared owners. The Forum meets at least 3 times a year and offers homeowners the opportunity to influence the decisions made about the services they receive and how they are delivered.

Interested Customer Group

Currently made up of over 100 residents you can join this group and get involved as much or as little as you wish. You can:

- Become a Mystery Shopper and test our services to see how well we're delivering services to residents.
- Join the Reading Group where you'll scrutinise and change the letters and leaflets we design for our residents.
- Join a Focus Group and have an opportunity to attend a one-off session and have your say about a particular subject related to the services we provide to residents.

Get involved at an individual level

Here you can ensure that we have feedback from residents of all ages and backgrounds about issues before we introduce changes aimed to improve services or areas.

Completing surveys

Reply to our surveys and give us vital feedback. This enables us to improve the standard of the services you use every day.

Complaints, Compliments & Comments Service

Increase your satisfaction with the service that you receive by telling us everything we need to improve and by telling us what we do well too.





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News Extra Magazine – Feedback Form

Use the feedback form in the magazine to tell us more about what you want in the newsletter we publish 4 times a year.

You can make positive changes to the neighbourhood in which you live by getting involved in one of the following activities:

- Residents Groups
- Litter Picks
- Fun Days
- Youth Activity Groups
- Village Carnivals
- Street Meetings
- Neighbourhood Surgeries
- SSHA Road Shows

If you'd like to join in or know more please contact the Community Engagement Team on 0800 096 8690.

Acton Court
Acton Gate
Staffordshire
ST18 9AP

t:0800 096 8690
e:enquiries@ssha.co.uk
www.ssha.co.uk

This leaflet is also available in:



Large Print



Braille



Audio



Other
languages



Resident
checked

If you need any help understanding this leaflet please call 0800 096 8690 for help.

Jezeli masz problemy ze zrozumieniem tej ulotki, poproś o pomoc dzwoniąc pod numer 0800 096 8690.

यदि आपको इस लीफलेट को समझने में कोई दिक्कत है तो कृपया सहायता के लिए 0800 096 8690 नंबर पर संपर्क करें।

如果您对本小册子内容有任何不明白之处，请致电0800 096 8690求助。

જો તમને આ ચોપાનિયું સમજવામાં કોઈ મુશ્કેલી થતી હોય તો, કૃપા કરીને મદદ માટે 0800 096 8690 પર કોલ કરો.

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫਲੈਟ ਨੂੰ ਸਮਝਣ ਵਿੱਚ ਕੋਈ ਮੁਸ਼ਕਲ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਮਦਦ ਲਈ 0800 096 8690 ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو اس کتابچے کو سمجھنے میں کوئی دشواری ہو تو، براہ کرم مدد کیلئے 0800 096 8690 پر کال کریں۔