



**TAKING  
PART**

**Get involved  
and make a  
real difference!**



# GET INVOLVED AND MAKE A REAL DIFFERENCE!

You deserve the best possible service from us. By involving you in how we provide our services we are confident we can continually improve.

## How you can take part

In the past, resident involvement has meant going to meetings, but we know you are busy people with family and work commitments. We also know that you still want to be able to influence the service you receive. With this in mind, we have developed a wide range of opportunities for you to take part. We will also provide any training you may need to be effectively involved, and reimburse you for reasonable travel and childcare expenses where appropriate.

## Your choice

You can get involved in as little or as much as you want. We are always keen to listen to what you have to say. If you would like to be involved but can't see an option that appeals to you, please contact us and let us know your ideas.

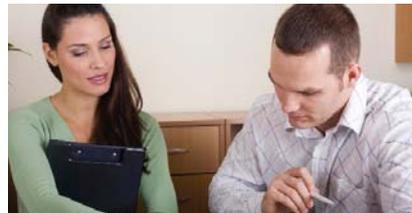
## Key to commitment:



## Resident auditors

This group's main work is to undertake close inspections of our business and services. This is known as resident-led self regulation. This group has a formal constitution and it gives residents the power to challenge the services we provide, and the way we provide them. As a member of the resident auditors group, you will help produce reports which make recommendations to senior management and the Board.

Commitment: High



## Resident board members

A resident board member is involved at the very top of the business. As a board member you are part of a team that makes fundamental decisions on the way TVH is run. You have the opportunity to apply to be a member of the TVH Board when there is a vacancy. Vacancies will be advertised to all residents and an election and ballot will decide the successful resident.

Commitment: HIGH



## Resident design group

This group meets every three months to discuss issues relating to the design and construction of our new homes. The group is a great opportunity for us to listen to your ideas about design issues. It's also a way for you to learn more about the design and development process in what is an ever-changing development environment. This group often includes guest speakers such as architects and visits to our schemes under construction.

Commitment: LOW



## Testing our services

Often called 'mystery shopping' you will test the standard of some of the services we provide. We will give you an enquiry which you will make by phone, email, letter, or in person. You will then provide us with feedback on your experience, telling us about the standard of service you received. You will receive free training to help you become a mystery shopper.

Commitment: MEDIUM



## Service quality improvement group

This group comes together when necessary to look at a specific aspect of our services. Relevant staff will be present and will work with you to see how the service can be improved. A list of resident recommendations are then put together and monitored. If you join this group you can tell us which areas of our services you are interested in assessing or you can be considered for all of them!

Commitment: MEDIUM



## Formal estate-based residents groups

You can get together with your neighbours and form a formal Residents Association to: discuss issues on your estate or block; work with local service providers to improve the quality of life where you live; plan events and outings which will benefit you and your neighbours. We provide support and training to help make your group a success.

Commitment: VARIABLE



## Informal estate-based residents groups

You can also get together less formally and form, for example, a play group, gardening club or plan an estate clean up day. We will provide all the support and training you need to make your group a success.

**Commitment: VARIABLE**



## Estate inspectors

Estate inspectors receive training on how to monitor the standard of the cleaning and grounds maintenance service carried out where they live. You will need to fill in a short form and return it to us every two weeks. Your feedback will be monitored and used to help improve the standard of services.

**Commitment: MEDIUM**



## Property maintenance group

This group meets every three months to discuss estate services, repairs and planned maintenance and asset management on our estates. Members receive regular reports, policies and updates on each service area and discuss and suggest improvements.

**Commitment: MEDIUM**



## Community investment advisory group

This residents group is central in driving forward TVH's community investment work, making sure it remains focused on what TVH communities need and monitoring the achievements. Vacancies will be advertised to all residents.

**Commitment: MEDIUM**



## Annual events

Each year we hold annual resident events that could be anything from a consultation held at a theme park to targeted events for specific groups of residents. This is an informal way to meet you and have a chance to talk about what you expect and the services we provide.

**Commitment: LOW**



## Surveys

We regularly carry out postal, telephone and door-to-door surveys of randomly selected residents. The results provide the starting point for planning where to improve our services as well as what further consultation we should carry out.

**Commitment: LOW**



## Email policy group

We will send you our policies, publications and procedures that are either new or due for review, asking for your comments and suggestions. You will receive no more than two per month.

**Commitment: MEDIUM**



## Editorial panel

This group reviews, edits and contributes to our newsletters, website and other publications, making sure our communication is clear, customer-friendly and relevant.

**Commitment: MEDIUM**



## Youth forum

An opportunity for young TVH residents to be heard and get involved in organising our youth events.

**Commitment: MEDIUM**



## Community chest

The community chest provides funding to residents, community projects and wider community-based charitable programmes working within our core areas. We welcome applications up to £5,000 for a specific project that will benefit Thames Valley Housing residents and communities. For an application pack please call 0208 607 3880, [community\\_chest@tvha.co.uk](mailto:community_chest@tvha.co.uk)

## Training

We deliver resident involvement training designed to equip you with skills, knowledge and confidence; whether you simply want to set up a local residents' group, become a resident auditor, inspector, community organiser or a board member. We also offer training in numeracy, literacy, CV writing and interview skills.

To find out more, contact the training centre on 020 8607 0607 [training\\_centre@tvha.co.uk](mailto:training_centre@tvha.co.uk)

# RESIDENT INVOLVEMENT SERVICE STANDARDS

## We will ensure:

- Residents are informed of all involvement opportunities.
- Meeting dates are publicised where relevant.
- The outcomes of meetings are publicised.
- All residents are aware of training opportunities.
- Residents are actively encouraged to take part.
- Residents know who the resident involvement team are and how residents can take part.



## How we measure what we do

We have a set of targets and measurements to show how well we are meeting our agreed standards. We will tell you how we're doing in our newsletters and leaflets.

## How to get more information

This leaflet is a shortened version of our full resident involvement statement. If you would like a copy of the full statement, contact the resident involvement team on 0208 607 0784, [resident\\_involvement@tvha.co.uk](mailto:resident_involvement@tvha.co.uk) or visit the Taking Part section of the website [www.tvha.co.uk](http://www.tvha.co.uk).

## Translations and interpretations

If you need to contact us about anything and need an interpreter, call 0800 358 7767 and tell us your language.

## We can also provide a large print or an audio version of this document

إذا رغبت بالاتصال بنا بخصوص أي أمر وتحتاج لمترجم، اتصل على 0800 358 7767 واخبرنا ما هي لغتك. أيضاً بإمكاننا توفير منشور بطباعة ذات أحرف كبيرة أو تسجيل صوتي لهذه الوثيقة.

اگر به هر دلیلی لازم دارید که با ما تماس بگیرید و نیاز به مترجم دارید، لطفاً با شماره 0800 358 7767 تماس بگیرید و زبان مورد نظر خود را اعلام کنید. ما می توانیم چاپ با حروف درشت یا نسخه صوتی این سند را برای شما تهیه کنیم.

Si vous avez besoin de nous contacter, quelle qu'en soit la raison, et avez besoin d'un(e) interprète, appelez le 0800 358 7767 et indiquez-nous votre langue. Nous pouvons aussi vous fournir une version audio ou imprimée en gros caractères de ce document.

Jeśli chciałbyś o coś zapytać a wymagasz pomocy tłumacza, zadzwoń na numer 0800 358 7767 i powiedz nam, w jakim mówisz języku. Powyższy dokument dostępny jest również w formacie dużej czcionki oraz w wersji audio.

Se precisar de nos contactar e necessita de um intérprete, telefone para: 0800 358 7767 e diga-nos que língua fala. Também podemos providenciar este documento em letras de tamanho grande ou em audiocassete.

ਜੇਕਰ ਤੁਸੀਂ ਸਾਡੇ ਤੋਂ ਕੋਈ ਗੱਲ ਪੁੱਛਣੀ ਹੈ ਅਤੇ ਇਸ ਲਈ ਇੰਟਰਪਿਟਰ (ਦੁਭਾਸ਼ੀਏ) ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0800 358 7767 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਆਪਣੀ ਬੋਲੀ ਦੱਸੋ। ਅਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਵੱਡੀ ਲਿਖਾਈ, ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਵੀ ਦੇ ਸਕਦੇ ਹਾਂ।

Ifaddii aad u baahatid inaad nala soo xiriirtid una baahan tahay turjumaan, soo wac 0800 358 7767 adigoo noo sheegaya luqadda aad ku hadashid. Waxa ka lood heli kartaa dokumentigan oo maqal ah ama far waaweyn ku qoran.

اگر آپ کو کسی بھی مسئلے میں ہم سے بات کرنے اور اردو زبان کے ترجمان کی ضرورت ہے تو 0800 358 7767 پر ہم سے رابطہ کریں۔ یہ دستاویز آپ کو بڑے حروف یا آواز کی صورت میں آڈیو ٹیپ پر بھی مہیا کی جاسکتی ہے۔



### Thames Valley Housing

Premier House, 52 London Road,  
Twickenham, TW1 3RP

### Customer Service Centre:

0800 358 7767

Opening hours 8am - 6pm Mon-Fri

**Fax:** 020 8607 9923

**Email:** resident\_involvement@tvha.co.uk

**Website:** www.tvha.co.uk.

