

Resident Involvement

Name: _____

Address: _____

Tel: _____

E-Mail: _____



I would like to find out more about:

- 1. Estate or area meetings
- 2. Estate/Block/Street Representatives
- 3. Joining a Residents' Association or Community Group
- 4. The Federation of Estuary Residents (FER)
- 5. Service Advisors
- 6. Focus Groups
- 7. Partnering Panels
- 8. Void Inspections
- 9. Mystery Shopping
- 10. Tenant Board Membership

(Please tick the relevant boxes)

If you have any other suggestions for ways to be involved, please use the space below.

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Please return to:
Resident Involvement Officer
Estuary Housing Association, FREEPOST RM1220
Southend-on-Sea SS1 6BR
TEL: 0845 634 0635
E-mail: involvement@estuary.co.uk
www.estuary.co.uk

Resident Involvement Explained



Homes & Services Meeting Local Needs

This information can be made available in large text or audio tape.

Estuary is a housing association with charitable status



CUSTOMER SERVICE EXCELLENCE
business for neighbourhoods

At Estuary we recognise that residents are at the heart of our business and we are committed to continually improving our services. Below are some of the opportunities for involvement.

AT A LOCAL LEVEL

Come along to an estate or area meeting.

Estuary arranges meetings for an estate or area. All residents of an area are invited to attend and Estuary staff will be available to discuss any issues. These meetings help us to find out about any problems that residents in the same area might be facing, for example, rubbish or anti-social behaviour. It is not a forum for individual complaints or individual maintenance reports.

Become an Estate/Block/Street representative (EBS Rep)

EBS Reps volunteer to represent all residents on an estate, in a block or in a street. They help to keep Estuary informed of any management or maintenance issues that affect their community. We actively encourage and support reps to set up residents' associations or groups for their area, where appropriate.

Join a Residents' Association or Community Group

These are groups of interested residents from an estate or area who represent all residents in their community. Residents' associations work with us on such issues as the management and maintenance of their area, community development work and social activities for the residents. Community groups may be made up of Estuary residents, other housing association residents, owner/occupiers and other organisations.

Community Involvement Events

Estuary arranges various activities for residents, including fun and activity days. These give residents the opportunity to meet their neighbours, Estuary staff, and other community workers.

AT AN ESTUARY WIDE LEVEL

The Federation of Estuary Residents (FER)

This is an independent group of residents from all areas. All residents are automatically members of the Federation. The FER represent residents' views on policy and practice within Estuary and are consulted regularly on all the services we offer to residents.

Become a Service Advisor

We have a panel of service advisors who we consult when we need residents' views on any changes we are proposing in our policies, procedures, or delivery of services. We usually make contact by post, telephone or email. This gives residents the opportunity to give their opinion without having to leave their home.

Join a Focus Group

Estuary offer residents the opportunity to join focus groups. These are set up as and when necessary to give residents the opportunity to give their views on a particular housing service.

Join a Partnering Panel

Estuary has various partnership panels, where residents are invited to join staff in ongoing work. For instance, Contractor Partnering, focuses on residents attending meetings with Estuary in the recruitment and tendering process for the selection of our various contractors.

Join our Void Inspections Panel

We have a panel of residents who volunteer to join our surveyors when visiting a void property. This gives the resident the opportunity to view a property prior to letting allowing the resident to have say in whether or not the property is at a lettable standard. We invite residents living local to the void property to take part.

Become a Mystery Shopper

We have a panel of mystery shoppers that we invite to test our services twice a year. To do this, we may arrange a meeting to discuss and agree various scenarios to be tested, or we may send out a postal survey. Whichever means we use, full information is provided and any expenses incurred will be reimbursed. There is also a reward scheme in place.

AT A MANAGEMENT LEVEL

Become a Tenant Board Member

Tenant Board Members are residents who apply to become members of our Board of Management. The Board sets strategies, policies and direction and monitors our work. All residents can apply to join the board of management. Tenant board members are selected on the basis of their life experience and skills. Tenant board members have a responsibility to the board and to Estuary.