

services we provide and the leaflets that accompany these policies.

We currently use these methods for consulting on our services:

- Surveys & questionnaires
- Internet & e-mail
- Letters
- Newsletters
- Meetings

We contact the following people to seek views on our services:

- The Federation of Estuary Residents
- Residents Associations
- Our service advisors
- Estate, Block & Street Representatives
- External stakeholders (local authorities and other housing providers, community groups, police etc.)

Your views are important to us.

We want to provide services that are accessible to everyone and respond to your needs. We value your contribution to helping us improve our services and the ways in which we can communicate with you more effectively.

You can request more information about getting involved by e-mailing the Resident Involvement Officer at Involvement@estuary.co.uk or telephoning 01702 462246.

Or you can contact The Federation of Estuary Residents
Telephone 01702 460270

If you feel these service guarantees have not been met, please tell us by contacting your Area Housing Manager. We will consider your views and try to address them as quickly as possible. Where we do make mistakes we will rectify them and do our utmost to ensure they are not repeated.



If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Estuary Housing Association Ltd

Registered and Head Office:

10 Coopers Way
Southend-on-Sea
Essex, SS2 5TE

Tel: (01702) 462246 Fax: (01702) 616716

dhs@estuary.co.uk
www.estuary.co.uk



GETTING INVOLVED AND CONSULTING YOU



Estuary is a housing association with Charitable Status

Service Guarantee 4

This leaflet tells you about the standards that we aim to achieve in providing a customer focussed service and applies to all our residents.

Estuary Housing Association is committed to involving its residents in all aspects of its service.

We aim to provide a service that:

- Is responsive to residents' needs
- Provides opportunities for participation
- Provides opportunities for consultation

To achieve this we will have a clear involvement statement and an action plan reviewed annually with a cross section of residents.

Who can be involved?

We want to involve as many of our residents as possible and aim to provide a range of ways to consult to give everyone the opportunity.

You have the right to be involved irrespective of the accommodation you live in.

Our guarantee

- We will support and encourage the setting up of residents groups where they represent the majority of residents in an area.

- We will support, encourage and work in partnership with the Federation of Estuary Residents (an independent group of residents from all areas).

- We will encourage residents to act as estate, block or street representatives, depending on location.

- We will encourage individual involvement and will use our resident service advisors to get your views on our services.

- We will invite residents to become actively involved in managing the Association by standing for selection as a Tenant Board Member on our Board of Management. The Federation of Estuary Residents nominates potential Tenant Board Members.

- We will do this by providing a dedicated Resident Involvement Officer, providing financial assistance and support at residents association meetings where you would like us to.

How will we listen to you?

It is important for us to get your views.

When you first move into your home, we will inform you about any residents groups in your area, the Federation of Estuary Residents and ways in which you can become involved.

We will ask for your opinion on our services, what we provide, how we provide them and the standards that you expect. We will do this by seeking your views through questionnaires and residents meetings.

We will provide you with feedback on those surveys so that you know what the outcome of the survey was and what we are doing as a result of those views.

We will publish survey results, feedback and service improvements in Estuary News.

We will arrange and support meetings to discuss local issues.

We will attend meetings of local residents associations and the Federation of Estuary Residents by request.

We will work in partnership with all our recognised residents groups.

How will we consult you?

We will ask you about any major changes we propose to our services.

We will ask you how you want to be consulted.

We will consult with you on any local issues that affect your home or community.

We will consult on any policies that affect the