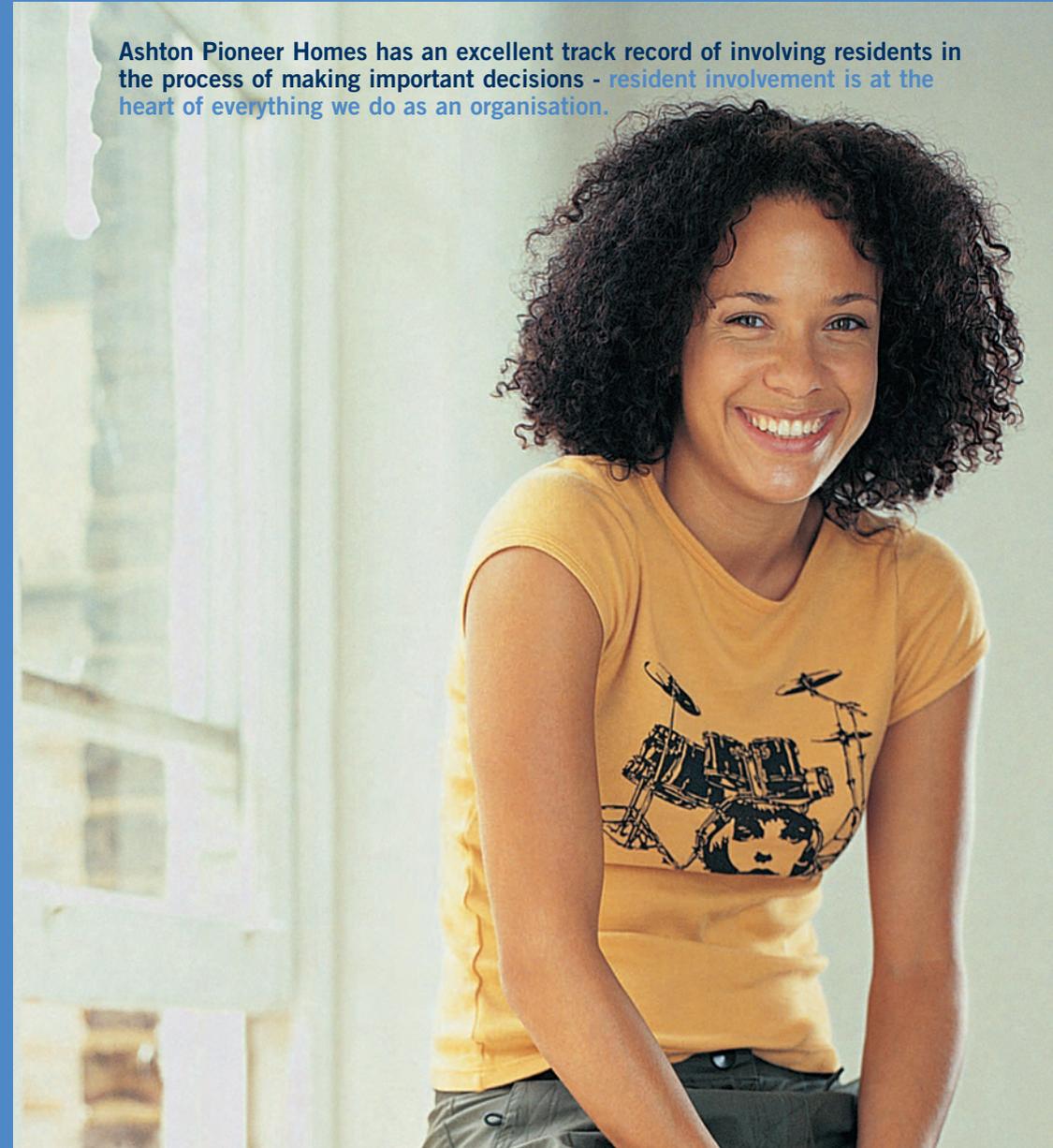


resident involvement & consultation

Ashton Pioneer Homes has an excellent track record of involving residents in the process of making important decisions - resident involvement is at the heart of everything we do as an organisation.



resident involvement & consultation

Introduction

Ashton Pioneer Homes has an excellent track record of involving residents in the process of making important decisions. Resident involvement is at the heart of everything we do as an organisation. This has helped us to create sustainable communities. Working in partnership with our tenants will help to continue to create an enjoyable place to live now and in the future.

We recognise that resident involvement is an essential ingredient for a quality housing service which is committed to continuous improvement. As a resident focused organisation we want to take the initiative to involve residents even **more**, so that we can further develop and improve services, raise standards even **higher** and take the whole organisation **further** forward.

We aim to:

- Conduct our business so that we are accessible and transparent to our residents and stakeholders.
- Seek out and be responsive to residents' views and priorities.
- Demonstrate our commitment to equality of opportunity; eliminate discrimination with an equitable and diverse approach to neighbourhood management.
- Continuously improve and create value for money for our services and those provided in the neighbourhood.

Keeping you Informed

It is our aim to conduct our business so that we are accessible and transparent to all our residents and stakeholders. All residents will have access to a well publicised Comments, Compliments and Complaints Policy which can ultimately lead to investigation by an independent Housing Ombudsman if the need arises.

Information on services, activities and performance will be made available to residents and interested parties via quarterly editions of Pioneer News and the website. Opportunities for resident feedback will be made available via the

residents' forum. If you would like a copy of our last newsletter please contact a member of the Customer Services Team.

If you need any information on any issues affecting;

- Your Home
- Your Local area
- Local services

Then email aph@ashtonpioneerhomes.co.uk

Or telephone **0161 343 8128** and ask to speak to Customer Services.

Resident Consultation

Ashton Pioneer Homes is committed to actively seeking out the views of residents and other interested parties to ensure their interests are reviewed in the organisations Business Strategy. We will consult with tenant representatives on a broad range of policies and important operational decisions such as programmed maintenance issues.

This will be obtained by:

- A full status survey of all residents every 3 years
- An annual tenant satisfaction survey of residents
- Via the Residents Panel
- By organising specific events such as road-shows to obtain residents views on major changes and development programmes

Ashton Pioneer Homes will continue to develop formal and informal opportunities for involvement in keeping with resident wishes. We will ensure that close links are established via Tenant Directors with representative groups and the Board.

All resident feedback will be monitored and evaluated in a formal and structured way involving residents themselves and staff. Issues will be prioritised and residents will have the opportunity to influence the decision making processes. Ashton Pioneer Homes will ensure that it will be responsive to the views of residents.

resident involvement & consultation

How can I get involved?

At Ashton Pioneer Homes we're committed to giving you the opportunity to take part in, and influence the work we do as your landlord. This includes the way we manage our estates, the services we provide and the way we work as a company.

We encourage all our tenants to get involved in community activities and we do everything we can to help create a true community spirit.

We have detailed below how we keep you informed about our services and our company – and how you can get involved.

- Join the Residents Panel
- Become a Reporter for our Newsletter
- Become a Tenant Board Director
- Set up your own Tenant's Association

Residents Panel

This mission statement of APH is to work together to make Ashton a better place to live. One of its core values is to listen and respond to the views of residents, staff and partners. The APH Residents Panel is a forum at which local residents can have their views and comments recorded concerning the business of APH and the services provided.

Panel Composition

The Panel consists of 12 members that are fully representative of the local community in terms of age, gender, ethnicity and property type. The Panel in its first year has been selected by Ashton Pioneer Homes but will consider the possibility of elected Panel representatives after its first year of operation.

Aims and Objectives

- The Panel works closely with APH to help continuously improve the services to local residents.
- The Panel reviews and advises on draft Policies before they go to Board for approval.
- It decides which Policies they will review at each meeting.
- The Panel also gives feedback on APH Service Standards annually.
- The Panel will also be reviewing performance reports as provided by APH and comments will be forwarded to Board.
- The Panel reviews estate inspection reports and gives guidance on areas of business they would like the Company to monitor.

APH Responsibilities:

The Chair of the Panel will facilitate Resident Panel meetings every 8 weeks and the meetings usually take place on a Saturday morning. Travel and childcare expenses for all Panel representatives are paid by APH.

Each meeting is recorded and reports are fed into the Board each Quarter.

The Chair and APH staff arrange the venue and refreshments for each meeting and APH will endeavour to identify and address any training needs that the Panel may require.

Tenant Directors

We are controlled by a Board of 12 people, one of whom is a tenant elected as the Tenant Board Director. Every year a post is registered for re-election. Voting takes place in October. All tenants have the right to stand for election and all tenants have the right to vote.

resident involvement & consultation

If you want to be involved in:-

- Making important decisions about your area and your home
- Having a real voice in local regeneration and decision making
- Ensuring Ashton Pioneer Homes continuously improves

We will support any tenant wishing to become a Tenant Director by:

- Reviewing your skills and abilities
- Training you in various aspects of the Companies activities
- Provide limited help with candidates for election, for example making posters, articles in Pioneer News and photocopying.

So if:-

- You are a tenant
- You can attend approximately 10 meetings a year (which will be in the evening)
- You are passionate about where you live
- You are willing to attend any necessary training and away days

Then we want to hear from you!

For an informal chat and to find out more information, please contact the Customer Services Team on 0161 343 8128.

Reporter

At least three times a year we will publish our Tenants Newsletter. We are keen to hear from any tenant who would be interested in becoming a Reporter for us and ensuring that we print articles that are relevant to our tenants.

If you would be interested in becoming a Reporter please contact the Customer Services Team Manager on 0161 343 8128 or at aph@ashtonpioneerhomes.co.uk. We will provide you with help and support you will need to produce reports for us.

Yes, I would like to get involved:-

- I would like to join the Residents Panel
- I would like further information on setting up a Residents Group
- I would like to become a reporter for Pioneer News
- I would like to join the gardening group PG Tips
- I am willing to be contacted by phone/text/email on occasions to carry out surveys

Name:

Address:

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Telephone:

Mobile:

Email:

Please return to: **Ashton Pioneer Homes, Customer Services Team**

Please get involved and help us to work together towards a better place to live.