

Resident Involvement Statement

Policy statement

Resident involvement is about tenants and leaseholders (and their families who live with them) working in partnership with Hundred Houses Society so that they can make informed decisions concerning our service delivery to their homes and the community they live in. Hundred Houses Society will ensure that it provides sufficient resources so that residents have the knowledge and skills capacity to play an active part in the investment, design and management of their homes and neighbourhood. We will proactively work with residents and the community to encourage them to provide local solutions to local situations.

In consultation with residents the Society will:

- Develop ways to negotiate service level targets and negotiate terms of reference for involvement.
- Use a menu of involvement that ensures all tenants have the opportunity to be involved and informed.
- Enable residents and/or communities to have an influence over the design of their homes or their neighbourhood's priorities.
- Encourage all tenants to become involved to the extent that they wish to be involved and tailor participation to suit their needs.
- Make contact with groups and/or individuals who are not involved to identify what is preventing them from taking part.
- Remove barriers to ensure that there is equality for all and to actively encourage and support tenants from minority or under-represented groups, including those living in more remote areas, so that their views are voiced and considered.
- Review its approach to resident involvement annually via impact statements to check if our involvement priorities were achieved. Did we attain a desired outcome that afforded value for money or could monies been better spent in other involvement activities.
- Develop appropriate neighbourhood targets.
- Feedback the outcomes of involvement so there is greater awareness from non-active tenants.
- Increase transparency in decision making and allow for a close scrutiny of our performance.
- Give residents access to a complaints and compensation policy. Adjust service delivery if appropriate when complaint is upheld.
- Develop a culture and knowledge within the Society whereby staff and the Committee structure view and use the participation processes as an integral part of management and service delivery.
- Provide support, learning and development opportunities for effective involvement at all levels.
- Provide dedicated budgets to support effective involvement for all.
- Work with others to use resources to achieve the best results and value for money.

Approved by the Tenants Association on 5th March 2008