

# Resident Involvement Statement



This Document has been Read and Approved by the  
**Tenants Editorial Panel**

We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders and shared owners.



# Resident Involvement Statement

At Cosmopolitan Housing Association, we understand that effective resident involvement is vital if high standards of service are to be achieved and maintained. We want to give our customers the chance to tell us what's good and bad about their home and the services we provide.

This statement outlines our aim to involve all tenants, leaseholders and shared owners throughout Cosmopolitan. It demonstrates our commitment and responsibilities for working together and tells you the different ways you can get involved. We understand that it is your influence and feedback that helps to improve our service to you.

## **Why do tenants, leaseholders and shared owners need to be involved?**

As a social landlord, resident involvement is crucial to make sure that the services we provide are efficient, effective, provide value for money and meet the needs of our customers.

## **What are the opportunities for getting involved?**

There are a range of opportunities for residents to get involved, including:

- Cosmopolitan's Tenants Forum.
- Focus groups.
- Repairs Review Team.
- The Editorial Panel.
- Start a residents association.
- Postal surveys and questionnaires.
- Local community events.
- Area inspections.
- Estate surgeries.

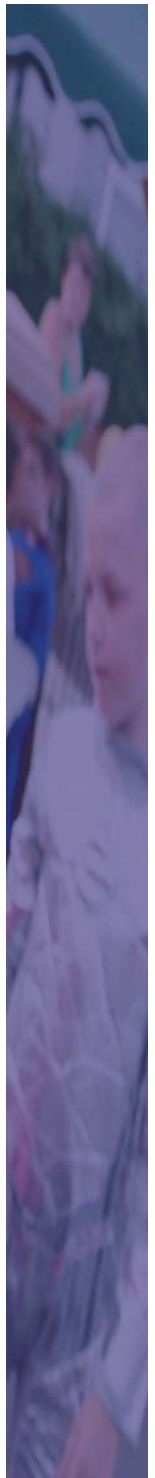
- Neighbourhood Roadshows.
- Development Group
- Tenancy Management Review Group
- Mystery shoppers.
- Board of management.
- Ideas of your own.

### **Achievements for 2008 - 2009**

- Developed a new resident involvement statement with residents.
- Strengthened the process of resident involvement in our Development & Regeneration Department.
- Delivered a series of training sessions for prospective tenant Board members.
- Held an event to celebrate the volunteers who work with the Association (VERA awards).
- Launched a series of roadshows in Sefton, Halton and West Lancashire.
- Established a forum to identify and discuss young people's issues with the 'Young Leader's Group'.
- Provided training and development for residents with a nationally recognised housing qualification - Chartered Institute of Housing, Level 2.

### **Commitments for 2009 - 2010**

- Encourage and support the formation of a residents panel which will independently scrutinise standards and quality of service.
- Work with partners to set up a pool of 'Tenant Inspectors'.
- Encourage effective resident involvement from the Association's shared owners.
- To ensure access to resident involvement is available to all tenants, leaseholders and shared owners and that no person is treated less



favourably on grounds of race, colour, nationality, ethnic or national origin, disability, gender, marital or parental status, age, religion or belief, sexual orientation, proposed or actual gender re-assignment, economic group or employment status.

## How you can find out more?

Contact the Resident Involvement Team at: **Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.**

Telephone us on: **0151 224 0204** or e-mail: **getinvolved@cosmopolitanhousing.co.uk**

**This document is available translated into your own language and in large print, braille and audio tape on request.**

यह दस्तावेज़ आपकी भाषा में अनुदित रूप में भी उपलब्ध है। विवरण के लिए कृपया इस कार्यालय से उपलब्ध "हमारी सेवा पुस्तिकाओं की गाइड" प्रकाशन देखें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ। ਵੇਰਵਿਆਂ ਲਈ ਦੇਖੋ ਪ੍ਰਕਾਸ਼ਨ "ਸਾਡੇ ਸੇਵਾ ਲੀਫਲੈਟਾਂ ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫ਼ਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

یہ دستاویز آپ کی زبان میں ترجمہ شدہ شکل میں بھی دستیاب ہے۔ کتابچہ بعنوان "ہماری خدمات" (گائیڈ تو اور سروس لیفلٹس) دیکھیں

هذا المستند متوفر أيضا رجباً إلى لغتكم ،  
للمزيد من التفصيل برجاء الإطلاع على نشرة " دليل خدماتنا "  
المتوفر مع هذا المكتب

এই ডকুমেন্টটি /সেবাটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে, 'গাইড টু অওয়ার সার্ভিস লিফলেটস'  
(আমাদের পরিষেবা পত্রিকার নির্দেশিকা) প্রকাশনা দেখুন, শিাদ বিবরণের জন্য, যা এই অফিসে পাওয়া যাচ্ছে।

這份資料冊已有中文譯本，請參閱《我們的服務 介紹資料冊指引》，  
請向我們 辦公室詢問這份 指引 之詳情。

Waxaad kalood heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaaliyaha xaashida adeegyadena" oo laga heli karo xafiiskani.

Ky dokument është poashtu i përkthyer në gjuhën tuaj, ju lutemi shikoni botimin "Udhëzime për shërbimet tona në fletpalosjet", që mund t'i gjeni në këtë zyrë, për të dhëna.



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Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.