

# Resident INVOLVEMENT Statement



**2009 - 2010**

**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 tenants and shared owners the chance to tell us what's good and bad about the home you live in and the services we provide.**

This statement outlines our aim to involve all tenants 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 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 tenants and shared owners.

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

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

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

Alternatively, telephone us on: **0151 224 0204**

Alternatively, email: **getinvolved@cosmopolitanhousing.co.uk**



Cosmopolitan Housing Association  
is a Charitable Industrial and  
Provident Society.