

# A GUIDE

to  
Resident Involvement



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



# Resident Involvement

Resident Involvement is at the heart of everything we do. Our priority is to encourage **YOU** to take part in decisions affecting **YOUR** housing services.

**YOUR** involvement and influence will help us to:

- Improve services to residents
- Ensure services reflect residents needs
- Achieve higher satisfaction levels
- Increase accountability to residents.

## **Make a difference**

You can make a difference!

You can make sure your voice is heard and give your views in a way that suits you.

The Association will offer all the support and information you need.

Expenses can also be paid to cover the cost of transport, child-minding, interpretation and carer costs.

All you need to do is contact the Resident Involvement Team at:

**Cosmopolitan Housing Association,  
Cosmopolitan House, 2 Marybone,  
Liverpool, L3 2BY.**

Alternatively, contact the Resident Involvement team on: **0151 224 0204**

or email: **[getinvolved@cosmopolitanhousing.co.uk](mailto:getinvolved@cosmopolitanhousing.co.uk)**

## Ways in which You can Make a Difference:

**Board of Management** - The Board holds places for residents who possess the experience and skills to contribute to the management of the Association.

**Cosmopolitan Scrutiny Panel** - You will work as part of a team to monitor and scrutinise performance and services of the Association, representing the views of all residents.

**Service Review Teams** - The following review teams look at the services delivered within a specific service delivery area.

All teams will review policies and procedures, set targets for service standards and monitor outputs, performance indicators, and resident satisfaction.

A service review team will also seek feedback from and give feedback to all residents via newsletter, website, resident groups and complaints.

Service Review Teams will be expected to carry out performance reviews commissioned by Cosmopolitan's Scrutiny Panel and submit a report back on findings to the panel. They will also advise the Scrutiny Panel when performance falls below expected standards.

You can get involved at a level that suits you either by attending a review team or consultation only.

Our Service Review Teams cover the following areas -

**Tenancy Management** - This team will look into areas of a tenancy in relation to anti-social-behaviour, successions, joint tenancies, the Respect Agenda, and estate management issues.





**Resident Involvement Review Team** - The team is instrumental in ensuring that residents have been involved in any changes, improvements, or new initiatives proposed within the organisation.

Communication is key to this team, both to and from all our residents.

**Repairs Review Team** - This team will work in partnership with the Association and KHT Services to ensure that we meet the Decent Home Standard, deliver a quality repair service and planned maintenance programme, explore new initiatives and in doing so, improve value for money.

**Development and Regeneration Review Team** - This team will look to consult and engage with stakeholders on the Association's strategy to deliver good quality homes, to achieve value for money and explore new initiatives.

Members will gain understanding of the development process and knowledge of approaches to regeneration both locally and nationally. Membership will include visits to various new developments and building schemes.

**Complaints Review Panel** - This panel of recent complainants and interested residents will help the Association to improve its complaints handling procedure and also identify opportunities to learn from complaints and improve our services.

**Income Management Review Team** - The review team will look at service delivery in areas such as allocations, financial inclusion, financial exclusion, rent pursuance and rent arrears.

**Supported and Sheltered Living Review Teams** - This review team will look at services provided by the Supported Living team such as adaptations to our properties, extra support for vulnerable residents and work carried out by external and specialist agencies that we use to provide you with a complete service.

**Residents Association and Resident Groups** - Staff can help residents to set up their own local residents group within their area. This may be to arrange social activities or to communicate with staff on service delivery issues which may be failing in their area. This is a less formal way of communicating with the Association.

**Training** - Residents may be interested in various service delivery areas and wish to receive training in order to prepare themselves for involvement. This training may also help you with your personal development.

**Resident Inspectors and Mystery Shopping** - We are looking to increase our team of Resident Inspectors to monitor our services from behind the scenes. With training and support, you can get involved in auditing the Association's services.

You can choose your level of involvement from making mystery shopping phone calls or visits, to auditing our policies and procedures.





**Area Inspections** - Residents may have concerns in the area that they live. Staff would be happy for residents to get involved with them and other agencies in order to improve these areas.

**New Ideas / Feedback** - Do you have any feedback or suggestions on how we can improve the services that we deliver?

They could be additional services needed, suggestions for the removal of some services considered unnecessary or wasteful or simply ideas for improving value for money.

If so then contact us on: **0151 224 0204**

e-mail:

**[getinvolved@cosmopolitanhousing.co.uk](mailto:getinvolved@cosmopolitanhousing.co.uk)**

or access our website:

**[www.cosmopolitanhousing.co.uk](http://www.cosmopolitanhousing.co.uk)**





If you wish to have this document translated into your chosen language, please tick the relevant box below and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

This document is available in large print, Braille and audio tape on request.

إذا لديك الرغبة في الحصول على هذه الوثيقة مترجمة إلى اللغة التي تختارها، أرجو أن تضع علامة على الصندوق وترجعه إلى هيئة إسكان كوسموبوليتان.

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Arabic)

如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Simplified)

如果您想把這份文件翻譯成中文，請在空格內劃✓，然後把傳單寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Traditional)

ئەگەر حەز دەکەیت ئەم دۆکیومەنتەت بۆ سەر زەمانی خۆت بۆ دەریگێردیت ئەوا تکایە نیشانەى ✓ لە چوارگۆشە بە دەو بیگەرتنەو (کۆمەڵەى کۆسۆپۆلیتان بۆ خانووبەرە) بۆ ئەم ناوینشانە:

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Kurdish)

Jeśli chcieliby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Polish)

Haddii aad jeclaan laheyd in documentigan luqad aad dooratay lagu soo turjumo, fadlan sax sanduuqa oo u soo celi hey'adda guriyeynta ah ee Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Somali)

Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işaretleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.

(Turkish)

Please be aware that Cosmopolitan Housing Association may record any incoming or outgoing telephone calls as part of our commitment to providing excellent customer service.



Cosmopolitan House, 2 Marybone, Liverpool L3 2BY,  
Telephone: 0151 227 3716 Fax: 0151 227 4991  
www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

CSL/013/JULY11