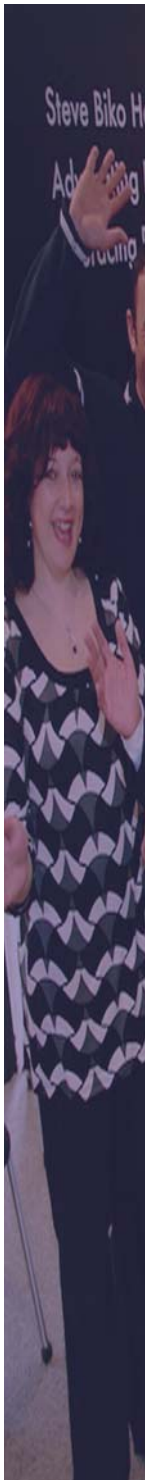


A GUIDE

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 and shared owners.



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

Ways to get involved:

Cosmopolitan's Forum - The Forum is a consultative and advisory group who work with staff to improve housing services for all residents.

Focus groups - Staff will hold one-off discussions with small numbers of residents to discuss certain topics such as the letting of properties, anti-social behaviour, rent setting etc.

Repairs Review Team - An example of a focus group is the Repairs Review Team. The team's remit is to ensure that the Association deliver a quality repairs service while maintaining value for money.

The Editorial Panel - You can help produce our residents' newsletter "**What's New!**" and contribute articles.

Start a residents association - staff can help you in setting up your own local residents group.

Postal surveys and questionnaires - complete and return postal surveys in the pre-paid envelopes that we provide at your own leisure.

Local community events - the Association helps residents to improve and enhance the community spirit by encouraging social activities.

Area inspections - local residents and staff will walk around estates to identify any problems and work out how to resolve them together.

Estate surgeries - an opportunity to discuss your issues with staff on a local basis can be organised when requested by the community.

Neighbourhood Roadshows - the roadshows promote the Associations services and residents can help in the organisation of these events.

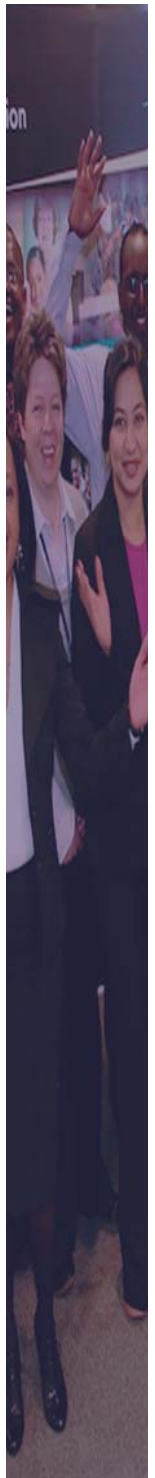
Mystery shoppers - help to check that the Association is providing a high quality customer focused service in all areas.

Board of management - the Board has places for residents who possess the experience and skills to contribute to the management of the Association.

Development Group - the purpose of the group is to work with staff in making sure the Association provides high quality sustainable new homes, and the necessary regeneration interventions to support this.

Tenancy Management Review Group - assists in consultation around issues relating to the tenancy management function such as service reviews and changes to Policy or Procedures. The group will also look at performance on Anti-Social Behaviour from a tenant perspective to receiving comments on trends/issues which may enhance the services we provide.

Ideas of your own - give us your resident involvement suggestions.





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 ਦੇਖ ਪ੍ਰਕਾਸ਼ਨ "ਸਾਡੇ ਸੇਵਾ ਲੀਫ਼ਲੈਟਾਂ ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫ਼ਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

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

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

এই ডকুমেন্টটি /লেখটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে , 'গাইড টু আওয়ার সার্ভিস লিফলেটস'
(আমাদের পরিষেবা পত্রিকার নির্দেশিকা) প্রকাশনা দেখুন, কিশদ 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 "Kaalayaha xaashida adeegyadena" oo laga heli karo xafiskani.

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.



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.