



**Gloucestershire**  
Housing Association

A MEMBER OF THE GUINNESS PARTNERSHIP

## SECTION 7

Getting involved



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### Getting involved

We want you to have the opportunity to become involved with us in all areas of the services we provide, so that you can make a difference. This could range from having your say on local issues through to influencing policies that affect all of our residents.

#### How much time will it take?

It's up to you. You can choose to participate in any of the activities listed here. We have provided a time commitment for each involvement choice, to give you an idea of how much time it will involve.

Less than two hours



Two to four hours



More than four hours



#### Will I be out of pocket?

No. We will make sure that you are not out of pocket as a result of your involvement. Help with travel and childcare costs and other expenses will be provided where needed. In some cases you may be rewarded with shopping vouchers, or we may offer to pay you for the work that you do for us.

#### Accessibility

We try to arrange meetings and events at local, accessible venues and at times to suit you. Don't forget to let us know what your circumstances are so we can try to accommodate them.

## Ways you can get involved with us

### Quick feedback

Write, Talk, Telephone, Email or Text!

Let us know what you think of the services we provide. You can contact us using your preferred method, so you can provide useful quick feedback.

**Time commitment:**  per survey

### Surveys and questionnaires

For many people, surveys provide a good way to provide their views on some topics. We use your feedback to help improve the services we offer.

**Time commitment:**  per survey

### Readers

Take a look at some of our documents and let us know whether they are easy to understand. We will send you copies of new or revised leaflets and documents.

**Time commitment:**  per item

### Local monitors

Have a look out around your estate and let us know how our cleaning and landscape contractors are doing, or let us know what needs attention, such as dumped items. Local monitors keep an eye on the work done and provide regular feedback on contractor performance by completing a simple satisfaction form once a month and returning it to us in a freepost envelope.

**Time commitment:**  per month

### Discussion groups

You will be asked for your views in a brief meeting. Discussion groups can give you the opportunity to share valuable opinions on a particular subject.

**Time commitment:**   per focus group

### Residents' meetings and associations

Many areas have formal residents' associations or more informal regular meetings. We will give advice on how to set up a residents' association and can provide yearly grants to help with running costs.

**Time commitment:**  per meeting attendance  
  for residents' association committee members

### Resident representatives

Be a voice for your neighbourhood. Resident representatives help improve communication between residents and staff. We can provide computer equipment and broadband where required. If your area is not covered by a local resident representative, a residents' association or regular meetings, we would be pleased to hear from you.

**Time commitment:** up to   per month

### Viewpoint editorial panel

We publish Viewpoint, our residents' newsletter, four times a year, providing useful information and advice. The Viewpoint editorial panel is made up of residents and staff, working together to bring improvements to the design, layout and content.

**Time commitment:**   per edition

## Resident training

Attendance at relevant training courses and conferences is free to our residents and any travel and childcare costs will be covered by us. We try to offer sessions in local venues where possible.

**Time commitment:** up to    dependent on training choices




## Estate inspections and local surgeries

Housing Officers conduct estate inspections at many locations, walking around our estates with residents to check on issues such as abandoned vehicles or the standard of grounds maintenance. We also hold a number of local surgeries, providing the opportunity for you to drop in and meet with your Housing Officer. You can discuss any questions you may have about your home, tenancy or local neighbourhood.

**Time commitment:**  per estate inspection

## Residents' Forum

Regular open meeting for residents, resident board members and staff. Forum provides an opportunity to have your say and gain feedback from senior staff. It's also a great opportunity to network with other residents.

**Time commitment:**  per meeting  
  Chair/Vice Chair – per meeting

## Residents' Council

New for 2010, the Residents' Council is a small group of residents who work closely with our Board and executive team to make sure local services meet residents' needs and aspirations and to act as a hub for all our resident involvement.

Residents are elected to the Residents' Council. We can put you in touch with existing members of the Residents' Council if you would like to find out more.

**Time commitment:**   per meeting

## Resident survey researchers and mystery shoppers

Residents are the best people to tell us how good we are at providing the services you all require and there are a number of ways we use your skills. You may wish to join one of our surveyors on a property inspection or make a telephone call to check that the information we provide is accurate and useful. You could also help us find out what our residents think by carrying out telephone surveys for us. Full training will be provided.

**Time commitment:** up to    dependent on inspection choices

## Resident Board members

You can stand as a resident representative to serve on our Board. The Board controls the way in which we are run, and we value the contribution of our residents, who make sure that we look at our business from a resident's point of view. We also make sure we have resident representation on our Operations Committee. When we require new resident Board members, we advertise on the website and in the Viewpoint newsletter.

**Time commitment:**   per meeting

## Reviewing our website

Residents help us design and check the website, and monitor how good it is by checking some of the pages for us.

**Time commitment:**  per review

## Getting involved in the community

We are committed to working with you to give you opportunities to improve your lives and the areas you live in. Our community involvement work aims to make a difference for our residents and their local communities by working together.

### We do this in a number of ways:

- Run consultation events to find out what you want from us
- Run fun days for all the family, especially over the summer months
- Help you improve your skills to increase your opportunities to find employment
- Work with you to improve the environment you live in, for example improving green spaces to turn them into places for you to enjoy
- Set up parent and toddler groups, bringing families together in relaxed and fun surroundings
- Work with young people, encouraging involvement in positive activities that can improve their aspirations
- Support community development workers in areas where you live, developing local projects which meet your needs
- Support one-off initiatives for you and the wider community, such as Christmas parties, day trips and summer activities

## Innovation in the Community Awards

These awards mean that you can apply for grants of between £100 and £2,000 to set up local projects. All ideas are considered as long as the outcome benefits our residents and the wider community.

For further information about resident and community involvement opportunities contact our Resident Involvement Officer, on **01452 541 821** or email [beachamm@glosa.co.uk](mailto:beachamm@glosa.co.uk), or our Community Investment Officer, on **01452 541 809** or email [maxwellc@glosa.co.uk](mailto:maxwellc@glosa.co.uk)

If you would like a copy of any of the leaflets mentioned in this section please contact us on **01452 529 255** or **08456 044 529** (local rate), or look on our website at [www.glosa.co.uk](http://www.glosa.co.uk)