

Let's talk about...

Resident Involvement

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Have your say

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Here are a few examples of the ways residents' views have made a difference:

- Last year - £30,000 was spent on local initiatives, such as grants awarded for football kits for a local youth team in Kingsway and Newton and a whole range of estate and environmental improvements. The ideas for spending this money came from residents.
- A variety of residents were involved in helping the Trust to review a wide range of policies and procedures.
- TrustNews and other information prepared by the Trust for its customers is approved by the Editorial Panel before it can be distributed.
- Residents were involved in selecting maintenance contractors and in developing a Code of Conduct for contractors who work in the Trust's properties.

We offer a wide range of ways you can get involved with the Trust, on a whole range of topics. This is called the Menu of Opportunities. Even if you can only spare a small amount of time every now and again, we would like to hear from you.



How you can have your say - Menu of opportunities

The clocks will tell you how much time it takes to get involved in each of the activities included in the Menu of Opportunities.

- 🕒 Less than an hour
- 🕒🕒 Between 1 and 3 hours
- 🕒🕒🕒 More than 3 hours

Open meetings

Useful for:

Getting involved in discussions about issues impacting on your neighbourhood, for example, development proposals and property improvements.

Key features:

These meetings happen during the planning stages of property improvement schemes and development work. We will hold events at local venues and all residents affected by proposals will

be invited to find out more details, raise questions with senior officers from the Trust and put forward their own points of view.

Time commitment: 🕒🕒

Repairs Advisory Group

Useful for:

Residents who want to get involved in shaping and monitoring the repairs and maintenance service.

Key features:

Formal meetings with managers from the Trust's maintenance section. Residents get involved in policy reviews, contractor selection, service improvements and monitoring repairs performance. Expenses are paid for attending these meetings e.g. travel costs. Training is provided by the Trust, for example, in contractor selection processes. Minutes of each meeting are made

available to all residents who attend.

Time commitment: 🕒🕒



Focus Groups

Useful for:

Residents giving their views and opinions on a particular issue or topic.

Key features:

An informal discussion usually with no more than 10 people in attendance, facilitated by a representative from the Trust. Focus groups usually meet on a one off basis and participants receive feedback about the changes made as a result of their input. Expenses are paid for attending these meetings e.g. travel costs.

Time commitment: 🕒🕒

Mystery shoppers

Useful for:

Testing the quality of access to our services.

Key features:

Residents are trained to carry out quality checks of the Trust's reception areas, and to test how easy it is to contact the Trust. Training is provided and expenses are payable. Mystery shopping is undertaken quarterly. Residents who get involved are given feedback about the action taken as a result of the recommendations they make.

Time commitment: 🕒🕒

Questionnaires and surveys

Useful for:

Finding out a large number of residents' views and opinions about the Trusts' services and

about the organisation as a whole.

Key features:

One to one contact with customers, by telephone, via a home visit or by postal survey. Provides us with useful data on an ongoing basis and helps us to track our performance as a landlord and to identify service improvements required.

Time commitment: 🕒

Editorial Panel

Useful for:

Residents commenting on articles, layout and design for our magazine, TrustNews, and reviewing leaflets plus any other publications the Trust produces for customers.

Key features:

Editorial Panel meets quarterly. Once documents are approved by the panel, they are stamped with the 'Resident Approved' logo.

Time commitment: 🕒🕒🕒

Residents' Training Programme

Useful for:

Helping residents to develop new skills and to get the most out of involvement opportunities.

Key features:

Training opportunities are advertised in the Trust's involvement calendar which is displayed on the Trust's website. The calendar is updated each month. In addition to the training listed in the calendar, the Resident Involvement Officer can arrange for other, relevant training to be provided.

Time commitment: 🕒🕒

Community Projects

Useful for:

Community involvement in local events and activities.

Key features:

Typical projects include gardening initiatives, community fetes and estate clean ups. These are advertised through TrustNews, the Trust's local offices and local residents' groups and they are open to all residents living in the neighbourhood.

Time commitment: 🕒 or 🕒🕒

Estate walkabouts

Useful for:

Providing your views about local issues including estate maintenance, repairs and anti social behaviour.

Key features:

A timetable of estate walkabouts is advertised in TrustNews. All residents are invited to walk around their neighbourhood, along with their Community Housing Officer, the Trust's grounds maintenance and repairs staff, representatives from the City Council, local

councillors, residents' representatives, Police and Community Wardens. Feedback about the action taken to address issues identified on the walkabouts is sent to all residents in the neighbourhood.

Time commitment: 🕒

Complaints monitoring panel

Useful for:

Telling us about issues that concern you.

Key features:

The Panel brings together residents and Trust officers to review previously upheld complaints and consider ways to improve service delivery in the future, to prevent further similar complaints arising.

Time commitment: 🕒🕒

Rent collection monitoring panel

Useful for:

Influencing rent collection and arrears pursuance service improvements.

Key features:

The Panel, which includes residents and Trust officers, meets quarterly. They work together to identify ways to maximise income collection. One of the Panel's successful initiatives is the 'rent reward scheme'.

Time commitment: 🕒🕒

Community Contracts / Community Panels

Useful for:

Residents agreeing standards and improvements in each of the six neighbourhoods where the Trust owns properties.

Key features:

Wide spread consultation is undertaken each year



across the district, to find out about residents' priorities for neighbourhood improvements. These priorities are then set out in Community Contracts, one for each neighbourhood, in the form of a list of planned improvements with timescales for completion. Each resident receives a copy of the Community Contract for their Neighbourhood and half yearly progress reports are sent to everyone. Panels of residents from each neighbourhood will work towards improving and creating sustainable communities. Formal meetings will take place as well as a virtual environment where information can be relayed through email or post.

Time commitment: 🕒🕒🕒

Village or Residents' Voice

Useful for:

Encouraging resident representation in rural or outlying areas of the district.

Key features:

Not everyone wants to be part of an organised residents' group, and for residents who live in areas where the Trust owns only a handful of properties, forming a group can be difficult. Therefore, individual residents can become a 'voice' on behalf of their community and be your link with the Trust. This is a more informal arrangement than forming a residents' group, as there is no need to have a constitution and elected committee or regular formal meetings. All reasonable out of pocket expenses incurred by Village or Residents' Voices will be reimbursed. How much time you spend on representing your neighbourhood will vary.

Time commitment: 🕒🕒🕒

Tenants' and residents' groups

Useful for:

Residents who want to work together as a group to address issues in their neighbourhood, arrange social events and build community spirit.

Key features:

Residents groups must have a formal constitution



and an elected committee. Training, support from the Resident Involvement Officer and funding are available to help residents who want to set up and develop a group. This form of involvement will require a fair amount of time commitment for example, arranging and attending regular committee meetings, keeping records, and organising community events.

Time commitment: 🕒🕒🕒

Tenants' and leaseholders' consultative committee (TLCC)

Useful for:

Members of residents' groups and Village and Resident Voices who want to influence changes to the Trusts' policies and procedures.

Key features:

TLCC meets once every three months and members are consulted about proposed changes in the way the Trust

works. The resident members of the committee also have the power to instigate service and policy reviews. Tenant Board members also attend TLCC, thereby giving the committee members a direct link with the Trust's main Board.

Time commitment: 🕒🕒

Tenant Board Directors

Useful for:

Residents who want to get involved in the running of the Trust, at the highest level of decision making. The ten strong Board includes 3 places for tenants.

Key features:

Formal meetings with the Trust's Executive Management Team. Involved in the decision-making that affects the whole company. Out of pocket expenses are paid. Formal appraisal are regularly undertaken and comprehensive training is provided.

Time commitment: 🕒🕒🕒

Sounding Board

Useful for:

Residents providing their views from the comfort of their own home.

Key features:

From time to time, policies, strategies, leaflets and

any other service related documents are posted to residents who have asked to be involved in this way. Any comments, views or opinions can then be sent back to the Trust by email, telephone or letter. If you choose to provide comments by letter, the Trust will provide pre paid envelopes so that you are not out of pocket.

Time commitment: 🕒🕒

Asset Management Group

Useful for:

Residents who want to have a major input in to how the Trust invests in its properties and communities.

Key features:

All major investment work will be subject to the Asset Management Group and it will be your views that are taken in to account when the Trust looks to improve its stock. Residents will also work towards creating sustainable

communities that create opportunity for all. Formal meetings will take place as well as a virtual environment where information can be relayed through email or post.

Time commitment: 🕒

Procurement Group

Useful for:

Residents who want to get involved in choosing the products that they see in their homes.

Key features:

With large investment programmes continually taking place it is important that the products the Trust uses are what residents want, with this in mind this group will select all the products that TrustWorks and partner contractors use e.g. what type of kitchen units. Various demonstrations will take place and residents will have the opportunity to be on interview panels or site



visit teams to ensure that residents' views are taken in to consideration.

Time commitment: ⌚ ⌚

Resident inspectors

Useful for:

Residents who want to help us take a closer look at completed repairs (day to day repairs and work done in empty properties) and provide us with comments on what they find.

Key features:

Residents visit properties to 'inspect' the quality of the work undertaken by the Trust's contractors and speak to the occupiers to find out their views. The resident inspectors will highlight where the service needs to improve and identify examples of good practice. Out of pocket expenses are payable. Training will also be provided.

Time commitment: ⌚ ⌚



Continuous Improvement Group

Useful for:

Residents who want to be involved in overseeing performance and the improvements that the Trust is working on.

Key features:

The group meets quarterly to discuss all aspects of the Trust's reviews, improvement planning and changes to services. They also monitor the Trust's performance across all areas of the service. The participants provide an important customer perspective in the Trust's mission to continuously improve the quality of it's

services to customers and it's overall performance.

Time commitment: ⌚ ⌚

Service User Groups

Useful for:

Chester Care customers who want to play a role in shaping service delivery.

Key features:

All customers who receive services from Chester Care are invited to quarterly meetings to exchange views about the quality of service provided and to discuss how the support offered could be improved to meet individual customers' requirements. These meetings are held at convenient and accessible locations throughout the District. Personal invitations are sent to customers well in advance of the meetings.

Time commitment: ⌚

Helping you to get involved....

Funding to help you set up a residents' association, practical advice and support from Trust officers are just some of the ways we can help you to get involved. We can also:

- Provide transport to help you to attend meetings
- CDHT will provide training to help you to build your skills and knowledge
- Assistance with childcare arrangements is also available



Resident Involvement Service Standards

We want to make sure we provide the best service to our residents. We have listed the minimum service standards you should expect:

- We will pay all reasonable out of pocket expenses to residents attending focus groups, panel meetings, or any other consultative events.
- We will provide tenant and resident groups with a handbook of useful information
- We will consult tenants on changes the way we deliver our service and any issues that may affect their tenancy.
- We will monitor our “have your say”- resident involvement statement quarterly and review annually.
- We will report annually on resident involvement
- We will give feedback to residents who get involved with the Trust.
- We will offer support at all Tenant and Resident meetings and ensure an officer attends groups on request.
- We will provide start- up grants for new resident associations and provide an annual top-up grant for all recognised residents associations.
- We will publish a regular residents’ newsletter
- We will provide residents with meeting rooms where possible.
- We will provide a training programme for residents to enable them to participate as they wish.

Have we missed anything?

If there are any other ways in which you would like to get involved or if you would like to know more about how you can have your say, please call the Resident Involvement Team on Freephone **0808 100 7701** for more information.

Resident Involvement- Interested in finding out more?

If you would like to know more about getting involved and the support you can receive, you can either contact us by Freephone **0808 100 7701**, email or you can complete the survey form enclosed and return it to the Trust.



If you want to know more,
please contact us:

Online: 

Web: www.cdht.org
Email: info@cdht.org

By phone: 

Freephone: 0808 100 7701
Monday to Thursday
8.00am - 6.00pm
Friday 8.00am - 5.00pm
Fax: 01244 305690
Minicom: 01244 305500
Text: 07800 000 177



By visiting us at:

Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ
Monday to Friday
9.00am - 4.45pm

**Neighbourhood Office,
Lache**
89a Cliveden Road
Lache, CH4 8DT
Mon, Tues, Thurs & Fri
9.00am - 12.00pm

**Neighbourhood Office,
Blacon**
17-18 The Parade,
Blacon, CH1 5HW
Monday to Friday
1.30pm - 4.30pm

Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also Available in:

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