

# Opportunities for getting involved

The **Resident Involvement Menu** set out here is designed to make sure we can take into account the views of the widest possible range of residents. Some options take up very little time, while others take more time and commitment.

We want everyone to be able to choose an option that works for them. Just tick the items that interest you and complete your details - including telling us whether you are available during the day or evenings. Everything you tell us is confidential and we will only use it in connection with the Residents' Panel, to which your name will be added.

We will cover any reasonable childcare and travel costs you run up when attending our resident involvement events.

**Boards and committees** Two residents sit on the Group's main Board, which oversees the work of all the Southern Housing Group companies. Residents also play a key role in our Customer Services Committee, which oversees all the services we provide to existing residents. Up to half of the places on the Customer Services Committee are reserved for residents.

To be contacted when there are vacancies on the main Board or Customer Services Committee, please tick here.

**Resident Service Panels** We have resident service panels in each region. They were set up to give residents the opportunity to scrutinise and shape improvements to the services in their region. Meetings are held three times a year and we provide full training and support.

To be contacted when there are vacancies on the Resident Service Panels, please tick here.

**Customer involvement panels** We set up customer involvement panels when we are working to improve particular services. As a panel member, you work with key staff members on a project that will provide real service changes. Some panels meet once or twice, while

others meet over several months, so the time involved will vary.

To be contacted when there are vacancies on these panels, please tick here.

**Annual resident events** Every year we invite our residents to a conference or other resident event. These events usually involve a mixture of presentations, workshops, and question and answer sessions. We provide lots of information and staff from our key departments are available to talk with you.

To be told about events, please tick here.

**The Readers' Panel** If attending events or conferences isn't your thing, but you enjoy reading, the Readers' Panel might be for you. Three or four times a year we ask Readers' Panel members to look at some key information and let us know if they think we can improve it. The information might be a new leaflet or brochure, or a new policy or procedure.

To join the Readers' Panel, please tick here.

**e-panel** The e-panel is similar to the Readers' Panel, but we consult you using email and via the web.

To join the e-panel, please tick here.

**Customer service monitors** Customer service monitors check that our services are up to scratch – for example, our gardening and repairs services, or the major works we carry out. Sometimes this includes mystery shopping. Service monitors work closely with the Resident Involvement team and are supported to make the experience interesting and enjoyable. If you can spare a day every few months, then this might be for you.

To be contacted when there are vacancies for customer service monitors, please tick here.

**Resident estate inspectors** We regularly inspect our schemes and estates, inviting residents to join us. Resident estate inspectors need to be available for around an hour every month. They work closely with their local resident services teams and, in return, they see practical changes being made in their neighbourhood.

To become a resident estate inspector, please tick here.

**Workshops and focus groups** We constantly review our services and involve residents in workshops and focus groups to make sure we meet your needs and expectations. Focus groups last around two hours and workshops a little longer. Some are held at our regional offices and others in local community venues. We run around 50 events each year.

To take part in a workshop or focus group, please tick here.

**Tenants' and residents' groups** We support estate and community groups at many schemes and estates. Some have formal constitutions and are officially 'recognised', while others are small and informal, or act as social groups. If you wish to set up a group, we can offer support and advice.

For help and advice in setting up a residents' group, please tick here.

**Clean and Safe Estates (CASE)** Getting the basics right is important, so we are running a programme of projects called CASE that aim to improve customer satisfaction with our estate services such as caretaking, cleaning and gardening. If we run a project at your scheme, we will invite you to get involved by completing surveys, attending meetings with your resident services team, or by taking part in estate inspections.

For more information about the Clean and Safe Estates project, please tick here.

**Neighbourhood project teams and youth forums** In some neighbourhoods, our Social and Economic Regeneration Department works with local partners, such as the council, the police and other landlords, to look at issues affecting the whole community and to make sure our residents have a say. We also work with young residents to give them the opportunity to engage with us and share their views.

To find out more about the work of our Social and Economic Regeneration Department, please tick here.

**Contract reviewers** To make sure our contractors are providing the service we expect, we hold regular review meetings with them. There is a resident representative on each contract review panel to voice the opinions and concerns of the people who use the service.

To be contacted when there are vacancies for contract reviewers, please tick here.

## What most interests you?

**ASB services** Our methods for tackling anti-social behaviour.

**Development** How we choose our sites and policies for redevelopment.

**Lettings** How we let our homes and the standards you can expect.

**Communications** How we keep you informed about our work.

**Equality and diversity** How we make sure we treat people equally.

**Policy, strategy and service standards** Our future strategies and plans.

**Environmental sustainability** How we are working to reduce Southern Housing Group's impact on the environment.

## About you

<b>Q1</b> What age group are you in? (Tick box)			
16-24	<input type="checkbox"/>	55-59	<input type="checkbox"/>
25-34	<input type="checkbox"/>	60-64	<input type="checkbox"/>
35-44	<input type="checkbox"/>	65-74	<input type="checkbox"/>
45-54	<input type="checkbox"/>	75+	<input type="checkbox"/>

<b>Q2</b> What is your gender? (Tick box)					
Male	<input type="checkbox"/>	1	Transgender	<input type="checkbox"/>	3
Female	<input type="checkbox"/>	2			

<b>Q3</b> What is your ethnic origin? (Tick box)			
<b>White</b>			
British	<input type="checkbox"/>	1	
Irish	<input type="checkbox"/>	2	
Turkish	<input type="checkbox"/>	3	
Any other white background	<input type="checkbox"/>	4	
<b>Mixed</b>			
White and black Caribbean	<input type="checkbox"/>	5	
White and black African	<input type="checkbox"/>	6	
White and Asian	<input type="checkbox"/>	7	
Any other mixed background	<input type="checkbox"/>	8	
<b>Chinese</b>			
Chinese	<input type="checkbox"/>	9	
<b>Black or Black British</b>			
Caribbean	<input type="checkbox"/>	10	
African	<input type="checkbox"/>	11	
Any other black background	<input type="checkbox"/>	12	
<b>Asian or Asian British</b>			
Indian	<input type="checkbox"/>	13	
Pakistani	<input type="checkbox"/>	14	
Bangladeshi	<input type="checkbox"/>	15	
Any other Asian background	<input type="checkbox"/>	16	
<b>Other</b>			
Other	<input type="checkbox"/>	17	
Please specify _____			

<b>Q4</b> Which is your preferred language?
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<b>Q5</b> Do you have a longstanding illness or disability (anything that has troubled you, or is likely to affect you, over a period of time)? (Tick box)					
Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2

<b>Q6</b> What kind of home do you live in? (Tick box)		
Shared ownership (part buy/part rent)	<input type="checkbox"/>	1
Rented	<input type="checkbox"/>	2
Leasehold (you own your flat)	<input type="checkbox"/>	3
Freehold (you own your house)	<input type="checkbox"/>	4

<b>Q7</b> When are you available? (Please tick all that apply)			
Morning	<input type="checkbox"/>	Evening	<input type="checkbox"/>
Afternoon	<input type="checkbox"/>		

<b>Q8</b> Will you need help with childcare? (Tick box)			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

## Your contact details

Name and title (Mr/Mrs/Ms/Miss):

Address:

Postcode:

Phone number:

Mobile phone number:

Email address:

Signature:

Date:

**Return this form to:** Resident Involvement Co-ordinator, Southern Housing Group, Freepost RCC2522 RH12 1JW.  
**Thank you for your interest.**

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

- Arabic** .0300 303 1771 لمساعتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف
- Bengali** অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।
- French** Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.
- Somali** Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.
- Spanish** Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.
- Turkish** Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.

### Contact us

Service Centre opening hours, 8am to 8pm, Monday to Friday

Phone **0300 303 1771**

Email [resident.involvement@shgroup.org.uk](mailto:resident.involvement@shgroup.org.uk) Website [www.shgroup.org.uk](http://www.shgroup.org.uk)

Write to **Resident Involvement Team, Service Centre, Southern Housing Group, PO Box 643, Horsham RH12 1XJ**

