



Resident Involvement

east end  HOMES



Be a part of your estate



Resident Involvement

EastendHomes is committed to ensuring that tenants and leaseholders play a key role in deciding how services are provided.

We believe we are able to deliver more efficient and effective services because we involve residents in their development and management. This helps to ensure that services meet the local needs and priorities of residents across EastendHomes.

Ways you can get involved

Main Board member

Time commitment..... **High**
Influence **Very High**

The EastendHomes Board, responsible for key policy and strategic planning, includes eight residents appointed from each area, i.e., Mile End, Glamis, St George's, etc.

Estate Board member

Time commitment..... **High**
Influence **High**

Local Estate Boards, responsible for making decisions on their local services are made up of tenants, leaseholders and service charge paying freeholders. Residents are elected to the Board following open elections.

Tenant Scrutiny Panel

Time commitment..... **Medium/High**
Influence **High**

The Tenants Scrutiny Panel will be independent of EastendHomes' governance framework and will contribute to the work of EastendHomes and support our aim of achieving better services for our residents. Residents will play a vital role and will ensure that we are publicly held to account for our actions and our decision making. The panel will be made up of up to 24 members (who will meet formally but less frequently than a conventional group).

Estate Inspectors

Time commitment..... **Low/Medium**
Influence **Medium**

Joint estate inspections with EastendHomes staff to monitor caretaking services, communal repairs and empty properties against agreed standards.

Questionnaires

Time commitment..... **Low**
Influence **Medium/High**

Information from questionnaires such as the Annual and the three yearly Status Questionnaire is used by the Service Review Committee and the Local Estate Boards to review and shape services. Results of questionnaires are reported in estate newsletters and the Annual Report.

The Service User Panel

Time commitment..... **Low/Medium**
Influence **Medium**

The Service User Panel is made up of local residents. The panel reviews EastendHomes' policies and service delivery issues by completing a simple questionnaire.

Tenants and Residents Associations (TRA's)

Time commitment..... **Medium**
Influence **Medium**

EastendHomes will provide support and assistance in setting up a resident led

TRA, where its remit is solely to work with residents on EastendHomes' estates.

Mystery Shopping

Time commitment..... **Low/Medium**
Influence **Medium/High**

Mystery shoppers help to identify strengths and weaknesses in our services and highlight areas for improvement.

Tenants Voices

Time commitment..... **Low/Medium**
Influence **Medium**

Tenants Voices will be a more passive approach to getting tenants involved. A number of tenants have expressed an interest in being telephoned by a member of EastendHomes staff to record their views and have their say or taking part in a telephone conference with a smaller number of other tenants local to themselves rather than attend meetings.

Compliments, Complaints or Suggestions

Time commitment..... **Low**
Influence **Medium**

Residents are encouraged to provide feedback through the Official Complaints or Customer Comment cards. Complaints and customer comments help us to put things right if we have made a mistake and to continually improve our services. Compliments are always welcome if you think a member of staff has done something well.

By getting involved you can:

- Influence decisions that affect your housing service.
- Make your area a better place to live.
- Give us your views on the services you receive.
- Be part of a Local Estate Board, Service User Panel or Service Delivery Group.
- Help us to better understand the needs of people from diverse groups.
- Help to provide better quality customer focused services.
- Develop your own skills.

How much time will it take?

Different levels of involvement will take different amounts of time depending on what you want to do. Involvement can be a one off or you can get involved on a regular basis.

Do my views count?

Yes, we want all tenants, leaseholders and service charge paying freeholders to be involved and we welcome the views and suggestions from any area, gender, age, ethnic origin and especially residents with diverse needs who are often under-represented.

Support

We will provide support, encouragement and training to enable residents to become fully involved. For EastendHomes-run meetings, we will, if required, pay transport and childcare cost. Where you are carrying out a specific role, we will arrange training suitable to give you the skills to succeed in that role, for example, chairing meetings or property inspection. Some activities are incentivised and residents will receive vouchers for participating in these.



A better place to live



Open Days and Events

Time commitment.....**Low**
Influence.....**Low**

One off events such as football competitions and fun days are a good opportunity to meet other residents, speak to staff, board members and find out more about us.

Editorial Panel

Residents proof read and provide feedback on the layout and content of the corporate newsletter and policies.

Who Do I Contact?

If you would like to know more about getting involved please contact your Local Housing Centre Manager or call your Resident Involvement Officer on 020 7456 6713 for further information. It would be helpful if you could complete the 'Getting Involved' slip below.

Get Involved

I am interested in finding out more about the following:

Influencing the decision making process:

- Main Board Member
- Estate Management Board Member

Focusing on service improvements:

- Scrutiny Panel
- Service User Panel
- Tenants Voices

Direct involvement:

- Mystery Shopping
- Estate Inspections
- Repairs/Empty Property Inspector

Get involved with:

- Tenant and Residents Association
- Editorial Panel
- Our Website



Please turn over...

How to contact us

Mile End Housing Centre

38 Wager Street E3 4JE • Open from 9.00am to 4.30pm
Email: mileend@eastendhomes.net
Tel: 0208 880 7055 • Fax: 0208 880 7810

Island Gardens Neighbourhood Centre

137 Manchester Road E14 3DN
Open from 9.00am to 4.30pm
Email: islandgardens@eastendhomes.net
Tel: 0207 538 2340 • Fax: 0207 537 0512

St George's & Glamis Housing Centre

61A Swedenborg Gardens, London E1 8HP
Open from 9.00am to 4.30pm
Email: stgeorges&glamis@eastendhomes.net
Tel: 0207 680 8640 • Fax: 0207 680 8641
Freephone: 0800 028 1587

Holland Housing Centre

35 Commercial Street E1 6BD
Open from 9.00am to 4.30pm
Email: holland@eastendhomes.net
Tel: 0207 456 6700 • Fax: 0207 456 6731

Other leaflets available include:

- Rents Benefits and Service Charges
- Estate Services
- Customer Care
- Repairs Service
- Anti-Social Behaviour
- Lettings Service

Language options - meeting your needs



Copies of this document can be made available, on request, in a range of formats including:

- Translation (including Bengali, Somali and other community languages)
- Braille
- Large print
- Audio tape

To request a different format, please contact your local Housing Centre.



Give us
your
views

Name.....

Address

Post Code

Telephone Number.....

Mobile Phone.....

E-mail

Please return this completed form to your **Local Housing Centre Manager** or by post (*no stamp required*) to **Freepost EastendHomes**.

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www.eastendhomes.net

