

## Information for Tenants

Leaflet No. 10  
(Issue May 2011)

# Resident Involvement

**Arcon is committed to involving residents in the affairs and management of the Association. This leaflet outlines the ways in which Arcon consults residents on issues that affect them. It also summarises ways in which tenants can participate in the running of the Association.**

The aims and objectives of the Resident Involvement Policy are to:

- Improve our service.
- Enhance our accountability to users.
- Improve the local communities where our residents live.

Arcon's Resident Involvement Policy gives more details on all of these issues and a full copy is available from the office and our website. The policy is reviewed annually by the Tenants Scrutiny Committee.

### Improve our Service

We feel that you, as residents, are best placed to comment upon our service. Our aim is to seek your views about our service, through surveys, development meetings, service improvement reviews, one to one discussions and, where appropriate, through our complaints procedure. We want our residents to help shape the service that we provide and get them involved in the decision making process at a local level and to make our services more efficient and effective, reflecting our customers needs.

### Enhance Accountability

Through resident involvement we believe that our residents can get involved in the consultation process and influence decisions made about policies, procedures and service provision. By using the Tenants Forum, scheme meetings, the Tenants Scrutiny Committee, the Resident Associate Membership and Resident Representation on Management Committees, residents can influence decisions which will be more transparent and give residents a better understanding of how the Association works.

### Improving the Local Communities

By encouraging residents to participate locally in meetings and taking decisions on local services, the Association encourages and promotes the confidence and skills to become more involved within the wider community. Residents may then look to work with and influence external agencies and help improve the wider community beyond the development where they live.

### Menu of Opportunity for Involvement

The Association will strive to offer a selection of different routes for residents to get involved. Residents can choose the most appropriate method that suits their willingness and ability to commit their time and effort:

- Surveys and questionnaires
- Individual meetings
- Estate walkabouts
- Development meetings
- Tenant associations
- Tenants Forum
- Tenant Scrutiny Committee
- Resident Board members

## Resident Involvement Statement

Arcon Housing Association is committed to ensuring that residents have the opportunity to participate and influence the decisions that affect their homes and the communities in which they live. Residents' views are very important and they will help to shape and improve the service that we provide now and in the future.

The Association will offer a menu of opportunities for the residents to get involved and work with staff to improve the Association's services. The outcomes of resident involvement will be assessed annually and the Resident Involvement Statement and menu of opportunities for involvement will also be reviewed each year to ensure they continue to meet the needs and enable all residents to be involved at all levels.

Arcon's Board and senior managers fully support involving residents in making decisions that effect their homes and local communities. The Board will ensure that funds are made available to help facilitate resident involvement at all levels.

If you would like further information or advice, please contact your housing officer.

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