

## **Resident Involvement Statement 2009/10**

This statement sets out our aims and commitment to resident involvement. It gives details of our achievements in the last year and our priorities for 2009/10. It has been put together after consultation with our residents and will be monitored and reviewed by our Tenant Scrutiny Committee.

### **Our Aims**

Our aims for residents are:

- To improve our service
- To enhance our accountability to users
- To improve the local communities where our residents live

We realise that our tenants who live in their homes and receive the service that we provide, are in the best position to review the service and suggest how we can make improvements.

### **What Can Tenants Expect**

- Arcon will offer a menu of opportunities for tenants to get involved. Tenants are able to choose the most appropriate method that suits them.
- We will use a variety of communication methods. We will listen and consider any comments or suggestions made.
- We will support tenants in any training needs that may help them to become involved.
- We will provide financial support for out of pocket expenses incurred. We will encourage participation from minority and hard to reach groups.
- We will encourage and support tenants who sit on our Tenant Scrutiny , Housing Management Committees and our Board.
- We will provide information about how we are performing and use the newsletter and website to report on our involvement activities.

### **Our Achievements in 2008/9**

We have

- Successfully completed the mobile warden scheme at Thompson and Wilton Court. This will be made a permanent service.
- Raised awareness of the Manchester Credit Union and the CAB via the newsletter, website and at some scheme meetings.
- Chair of the Tenants Committee is on Arcon's Board.
- Two members of the Tenants Committee are members of the Housing Management Committee.

- Two members of the Tenants Committee are on the newsletter editorial panel, and contributed towards the production of two newsletters, one annual report and several information leaflets.
- Tenants who live on schemes and tenants who live in the dispersed terraced housing have been offered tenants meetings.
- New tenants meetings have been held around a social event such as an easter egg hunt or buffet meal.
- Six tenants, (including two from the Tenants Committee) have received training on mystery shopping and completed their first mystery shopping exercise in December 2008.
- One member of the Tenants Committee has been involved in the internal working group reviewing KLOE 4 on Financial Management.
- The annual Tenants Forum was held in June 2008.
- Four Tenant Committee meetings were held in 2008.
- We have completed a National Tenants Voice meeting as requested by the new Tenant Services Authority.

### **Our Priorities for 2009/10**

These priorities have been set by our Tenants Committee who will evolve into the Tenant Scrutiny Committee and review the progress made and set new priorities for the future.

- Set up a Tenant Scrutiny Committee made up of members of the current Tenants Committee and tenants or leaseholders that have participated in the mystery shopping exercise.
- Provide training and a mentor for the Tenant Scrutiny Committee.
- Complete as a pilot the first scrutiny exercise by December 2009.
- Continue to carry out mystery shopping exercises and recommend changes to Arcon's service delivery standards.
- Carry out tenant Inspections on schemes or estates.
- Chair of the Tenant Scrutiny Committee to be a member of Arcon's Board.
- Members of the Tenant Scrutiny Committee to take part in the editorial panel of the newsletter and help to produce other information leaflets.
- Offer tenants meetings to our dispersed terraced stock and on our schemes. Continue to offer social event style meetings where appropriate.
- Hold an annual Tenants Forum.
- Recruit new members to the Tenant Scrutiny Committee.
- Carry out the Status Survey in 2009 and review the results.
- Carry out a Tenant Profiling Exercise in 2009 and use the results to better tailor our services to meet the needs of our tenants.