

## **EastendHomes**

### **RESIDENT CONSULTATION AND PARTICIPATION POLICY**

#### **1. STATEMENT OF INTENT**

- 1.1 As a resident-led organisation EEH is committed to local decision making, control, and service delivery.
- 1.2 EEH believes residents should be empowered to have a full say in how their homes and communities are managed. Effective participation provides residents with an opportunity to express their views in order to positively shape the organisation's services and objectives.
- 1.3 EEH will facilitate and enable residents to express their views and aspirations individually and collectively.
- 1.4 EEH will ensure that all residents have the opportunity to participate in decision-making processes within the organisation, at a level which meets their interests. EEH will endeavour to encourage residents to participate. EEH will proactively seek to maximise representation and involvement from a wide cross-section of residents. However, EEH recognises that not all residents will want a high level of personal involvement.
- 1.5 EEH will fully consult with all residents on matters of interest or concern to them including estate regeneration, planned maintenance and major works, or proposed changes in housing management and service delivery.

#### **2. AIMS AND OBJECTIVES**

- 2.1 The main purpose of this policy is to create as many opportunities as possible, for as many residents as possible, to be involved in decision-making processes. In doing this, a better understanding between EEH and residents will be achieved.
- 2.2 EEH aims to enable residents to participate in the management of their homes and environment to the level they feel is appropriate and at which they are comfortable. The level of involvement can range from receipt of information through to EEH Board membership.
- 2.3 EEH will use a range of methods to consult, advise, and inform all residents. EEH will provide practical support in terms of training and officer time to any residents who wish to participate in the management of EEH, in particular those residents serving on the boards.

#### **3. RESOURCES**

- 3.1 EEH acknowledges that a high level of resident participation will not happen without dedicated resources.

- 3.2 EEH will commit a training budget devoted to increasing resident participation. EEH will provide training which support the administration of groups and association, such as, minute-taking and chairing meetings.
- 3.3 EEH will also ensure that all officers are committed to this policy and will emphasise the importance the organisation places on consultation and resident participation in all its forms.
- 3.4 EEH will, so far as is practicable, provide officer support to recognised resident groups, including attending meetings as appropriate to ensure that EEH facilitates, supports, and enables resident participation.

#### **4 CAPACITY BUILDING**

- 4.1 EEH recognises that some residents will need support and training to effectively participate in the running of TRAs and EEH's local and Main Board. This may involve directly providing support or facilitating support provided by specialist external partner organisations.
- 4.2 EEH will support residents who would like to know more information about EEH and resident participation, before committing themselves to more involvement.

#### **5 TENANTS AND RESIDENTS ASSOCIATIONS**

- 5.1 EEH will formally recognise TRAs that meet agreed recognition criteria, as specified in the adopted Recognition Criteria for TRAs. Recognised TRAs will receive assistance and support from the organisation in the running the TRA and in developing community/social activities for residents.
- 5.2 The level of support available for TRAs will be determined annually.
- 5.3 TRAs will need to submit grant applications and risk assessments prior to events taking place.
- 5.4 An annual award to support the administration of the TRA may be awarded and administered by the TRA in the carrying out of its business.
- 5.5 Any residents association not recognised by EastendHomes will not be eligible to apply for the maintenance or events awards.
- 5.6 EEH recognise that groups of residents may have shared issues and that they will need to come together for a limited period of time. This will enable the group of residents to be able to effectively discuss matters with EEH. This would not require the formality of a TRA. Where possible, EEH will enable and facilitate such group meetings with the support of officer time and access to administrative support and facilities.

- 5.7 Objects and articles will formally enshrine the principle of resident participation.

## **6 CONSULTATION**

- 6.1 EEH will carry out comprehensive consultations, both formal and informal, on a variety of issues, including proposed changes in policy and practice, service delivery performance, housing management and Major Works. Consultation will be carried out through recognised residents groups, including EMBs and TRAs, and with individual residents as appropriate.
- 6.2 All relevant residents will be fully consulted for significant building works at the earliest opportunity. Residents will be given a full and clear explanation of the proposals and their implications, and adequate time to consider the proposals. The methods may include:
- Drop in sessions
  - One to one interviews/discussions
  - Block meetings
  - Special interest group meetings
  - Open days
  - Fun days
  - Newsletters
  - Focus groups
  - Individual letters
  - Surveys and questionnaires
- 6.3 EEH will monitor and review the results of consultation methods, to ensure that views from all sections of the community are considered when making changes and improvements.
- 6.4 EEH will give individual residents a range of different media to register their views and influence policy. This will enable continuous review and improvement of service delivery. The methods used may include:
- Comprehensive residents satisfaction surveys to be carried out on a regular ongoing basis. From these EEH will produce and publicise an action plan of improvement.
  - Monitoring of residents' satisfaction with our maintenance contractors, handypersons, and other services.
  - Regular newsletters to be used as a medium for encouraging feedback.
  - Ad hoc telephone and postal surveys or consultation will be carried out as required.
  - Effective monitoring of all complaints received to ensure any trends are noted and improvements in service delivery made.