

Penge Churches Housing Association
**‘providing good quality homes and housing services in the
local community’**

Resident Involvement Policy

Without involving residents in our organisation we will not be able to achieve our mission: *‘providing good quality homes and housing services in the local community’*. We need to know what our residents’ priorities are and what they think of the services we are providing so that we can continually improve our services. By involving residents we can work together to develop the organisation.

We recognise that not all residents will want the same level or type of involvement. We will develop different ways that residents can give their views and influence our services. We will work inclusively. We want those involved to reflect the community we serve.

By involvement we mean that we consult and listen to residents’ views about priorities, services, policies and strategies. We will also listen to resident suggestions that are made during our day to day interaction with them. We will encourage resident shareholding membership and will have resident representatives on our Board and Operations Committee.

We will involve residents through the following:

- Newsletters
- Our residents forum, Tenants Talk
- Establishing a Resident Association if residents are interested in this
- Bi-annual resident surveys
- Letters, visits, telephone calls and emails. We will also consider text messaging if there is a demand for this
- Shareholding membership
- Board and Committee membership

We will maximise the opportunities for involvement by agreeing with residents suitable times and venues for meetings. We will also consider payment of carer allowances and expenses where this makes involvement possible although we will also ensure that other opportunities exist that mean that individuals do not have to come to meetings to be heard.

We will make sure that residents get feedback on the impact of their involvement, highlighting how residents have been influential and the outcomes.

An action plan shows how this policy will be achieved. The policy and action plan will be reviewed annually.