

Resident Engagement & Involvement

At PCHA we pride ourselves on the relationship we have with our residents and believe it sets us apart from others. We aim to take a personal approach, being sensitive to your needs and developing a positive and collaborative relationship with you.

Our aim is for PCHA residents to have lots of opportunities to engage with us and to play a role in evaluating and improving our services. We have a variety of ways for you to get involved in a way that suits you.



We aim to:

- Create a positive culture of customer service and resident engagement, engaging with residents in a warm and positive way
- Foster positive and trusting relationships with our residents
- Communicate effectively and honestly, in a clear and accessible way, using plain language and no jargon
- Ensure we listen to residents' views and respond positively
- Ensure PCHA provides customer-focused, value-for-money services, and is transparent about costs and charges
- Provide a wide range of flexible opportunities for residents to be involved in a way they choose
- Provide appropriate support and resources, to support and enable effective involvement by our residents
- Remove barriers to effective engagement and to try to engage with those under-represented or hard-to-reach groups to ensure all residents have the opportunity to be involved
- Provide timely and relevant performance information to support effective scrutiny of PCHA's performance.



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Consultation

We regularly seek the views of our residents on policies and other matters through a variety of means including the newsletters, website and Facebook/social media. Additionally, rather than formal structured meetings, residents are able to get involved in a range of ways that may include:

- Working parties and brainstorming sessions
- Email consultation
- Telephone or online surveys
- Formal or informal meetings, either in person or online
- Social media e.g. Facebook.



Involvement

We are committed to involving our residents in developing, shaping and scrutinising our services. We recognise that we are accountable to you for the services we provide and in order to ensure proper levels of accountability, meaningful engagement and involvement are vital. However, this has to be balanced against value for money and the most effective use of our resources.

We aim to offer a menu of opportunities for involvement that is intended to provide a mix of formal and informal mechanisms at different levels that people can dip in and out of as required to suit them. We will ensure that these opportunities are accessible to as many residents as possible, tailoring opportunities to suit different residents as appropriate.



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How you can get involved?

- **Join our Armchair Club.** If you join the Armchair Club you will be asked to comment upon policies, documents or other communications from the comfort of your armchair. You could pick and choose whether you want to comment (or not) at any stage!
- **Be a Scheme Champion.** Help us monitor cleaning and gardening services at your scheme, joining us on our regular inspections and letting us know if there is a problem.
- **Apply to join our Partnership Board.** The Partnership Board is made up of residents and staff to scrutinise performance, develop new services/ideas and shape the future of PCHA. Meetings will normally be held virtually.



If you would like to get involved in any of these ways, or have suggestions for how we can do more to involve residents or improve our services, please contact us by phone on 020 8659 3055 or email housing@pcha.co.uk.

