



RESIDENT INVOLVEMENT SUMMARY SPRING 2021

We have 46 residents who are part of, or expressed an interest in, one or more of the engagement groups. **We always want more though, so please get in touch!**

Resident Consultative Group (RCG)

The RCG has been attended by both Board and Sub-Board members.

Jayne Wynick, Chair of the Board, has discussed governance at LJHA. The RCG have asked us about asbestos, fire/smoke alarms and carbon monoxide detectors, which relate to resident engagement around building safety. We have also spoken about how we manage residents with dementia, which is part of a wider piece around engaging with elderly residents. The group are beginning to look at environmental and sustainability issues as well.

We have also been talking about Together with Tenants and the new Charter for Social Housing.

Together with tenants charter

The Together with Tenants charter aims to strengthen the relationship between residents and housing association landlords.

Housing associations that adopt the charter commit to:

- Relationships** – Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency.
- Communication** – Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.
- Voice and influence** – Views from residents will be sought and valued and this information will be used to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.
- Accountability** – Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services.
- Quality** – Residents can expect their homes to be good quality, well maintained, safe and well managed.
- When things go wrong** – Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.

To find out more about Together with Tenants, visit housing.org.uk/tenants

NATIONAL HOUSING FEDERATION

Gardening Hot Topic Group

We have chosen a new gardening company with the help of the group. Members of the group have had the opportunity to look through the tender responses, with two members sitting on a selection panel with LJHA staff. The group will help us to manage their performance.

Tenant Satisfaction Hot Topic Group

The group are helping us to monitor our action plan, as well as supporting us with the roll-out of Part 2 of the satisfaction survey, and subsequent results and analysis.

Repairs Hot Topic Group

This group have helped us with the review of the rent and service charges letter and leaflet. A question has been added to the Repairs Satisfaction Survey, asking if residents wish to discuss their experiences with a member of the group. They have also helped us to decide how we can make sure that people complete the survey.

Queenshill Development Hot Topic Group

This is our newest group, helping us to advise on the interior design of the new sheltered and general needs blocks. Topics discussed include windows, door handles, radiators, patio and paving and kitchens.

Resident Ambassadors

We still need volunteers for:

- Queenshill Gardens
- High Moor Close
- Stoneleigh Way
- Cranmers and Stone Court

Engie

Monthly meetings with Engie continue. We worked with Engie on an 'Unsung Heroes and Heroines' competition in December, with residents nominated to receive an

award for supporting others during Covid.

We will be soon be launching a new competition, with residents invited to submit artwork or poetry, which would form part of a collage for the new development.

We have also been talking to Engie about helping with interview/careers advice for LJFS, Brodetsky and The Zone, as well as volunteering days at the green space on Queenshill Gardens.

Communicating with You

Resident communications have become more tailored to preferences as a result of a communications survey, which was completed in January. **It is important that you tell us what you would like to know about and how you would like to receive information.**

Video messages are now being recorded every fortnight, shared on Facebook, YouTube and our website. The dedicated Resident Engagement section on the LJHA website continues to be updated, with a 'You Said We Did' section now added.

Get in Touch and More Information



Simon Phillips,
Telephone: 859 2228/ 07584 601192
E-mail: simon.phillips@ljha.co.uk
Website: www.ljha.co.uk/engage/