

# Resident Involvement



## **Plymouth Community Homes is committed to resident involvement as a way of improving services to residents.**

We offer a range of ways for you to share your views about our services and to get involved in the decisions made about your home and neighbourhood.

Resident Involvement means:

- Receiving regular **information** about the service.
- **Consultation** about changes.
- **Participation** in the management and decision making.

### **Information for residents**

We keep residents informed about what's going on at Plymouth Community Homes, about how we're performing and about any changes we're proposing.

### **Plymouth Community Homes News magazine**

- Sent to every tenant and leaseholder every quarter.

- Keeps you informed about the organisation and its services.

### **Performance plans and Business Plans**

- Gives more details about the service, including financial details.
- Available in all our local housing offices or sent to you on request.

### **The Resident Involvement Network**

We keep a list of tenants and leaseholders who are interested in receiving more frequent information about our services and consultations.

The Resident Involvement Network (RIN) receives regular invitations to events and meetings.

### **Consultation**

We consult tenants about every aspect of the services we provide. This ranges from local consultation about changes to homes, to city-wide consultation about changes in policy.

## **Conference and roadshows**

We hold an annual conference for tenants and leaseholders every December.

We also hold regular roadshows during the year. This gives tenants a chance to meet each other and staff of Plymouth Community Homes and have their say about the services they receive.

These events are free and we can help with travel and dependent care.

## **Surveys and feedback**

We send out surveys to tenants and leaseholders about any changes that might affect them. We ask about customer satisfaction with our work and service.

We record your feedback and use it to improve the service. We always welcome your comments and suggestions.

## **Meetings and events**

We consult at local meetings and events about improvements to areas and homes. We give presentations to residents about changes to areas and homes. We hold public meetings for residents to talk about local issues. Local housing officers or other staff attend meetings arranged by residents groups or community organisations.

We hold special meetings to talk to residents about important changes.



## Participation

Some tenants and leaseholders want to get more involved in housing issues and services and to work closely with us to help manage the organisation and develop our policies and procedures.

## Getting on Board

Plymouth Community Homes is managed by a Board made up of four tenants (one can be a leaseholder), four Council nominees and four independents.

Tenants and leaseholders can put themselves forward to be elected to the Board.

The Board makes strategic decisions about the direction and management of Plymouth Community Homes.

## Continuous Improvement Groups

These are small groups of residents and officers who meet regularly. They focus on specific areas of our services, for example, repairs, capital programmes, housing management.

Residents help us to keep improving the services.

**PETRA**  
(Plymouth  
Federation of  
Tenants and  
Residents Associations)



Plymouth Community Homes funds PETRA to help tenants and leaseholders start up and support groups.

PETRA is an independent, resident-managed organisation giving help to resident representatives.

PETRA provides a resource centre for residents' groups.

Staff employed by PETRA will help tenants to get involved.

## Making sure everyone can get involved

We recognise the importance of tenants and leaseholders helping us to improve our services. We rely heavily on the time and commitment of residents who get involved, and we want to make sure that getting involved is:

- Easy.
- Cost-free.
- Open to all.

## Expenses

We reimburse money you spend travelling to and from meetings, up to agreed limits. We supply **FREEPOST** addressed envelopes for consultations.

## Parents and carers

We reimburse care costs when you attend conferences and meetings, up to agreed limits. We try to hold meetings at times to suit parents.

## Food and refreshments

We provide free refreshments at meetings and provide free food if you attend meetings at meal times.

## Assisting you

If you need special assistance to get involved we will provide help or pay for help, up to agreed limits. We can arrange taxi transport for disabled or vulnerable people to get to meetings. We can provide written information in Braille or on audio disc. We can provide interpreters for meetings or translations of

written information. We can provide hearing loops or signers at meetings.

## Special interest groups

Sometimes groups of residents who have something in common want a representative voice. For example, older people, young people, disabled people.

We support special interest groups, including:

PUSH (Plymouth United Sheltered Housing).



DTAG (Disabled Tenants Action Group).



HYP HOP (Housed Young People Housing Opportunities Plymouth).



If you'd like to know more about these and other groups please call us.

## Other support for resident involvement

### Leaseholders

Leaseholders pay different charges and receive different services from tenants who rent their homes. Leaseholders may have particular concerns about the housing service.

We print information for leaseholders in our quarterly magazine. We support the Leaseholders Forum.

Being a leaseholder does not prevent you from getting involved and we encourage leaseholders to give us their views.

## Training and conferences

You may want to learn more about Plymouth Community Homes' services or about resident involvement, to help you have your say. Or you might want to meet tenants from other areas to find out what their landlord is doing.

We can arrange training days or workshops for involved residents.

We pay for involved residents to attend conferences and networking events.

We provide funding to PETRA to bring tenant representatives together for training and networking opportunities.



To find out more about our commitment to resident involvement please contact us, or look at our:

- Resident Involvement Compact.
- Resident Involvement Statement.
- Resident Involvement Policy.

### **Contact details**

If you would like to get involved, or to find out more about anything in this leaflet, please contact:

#### **Resident Involvement**

Plymouth Community Homes  
The Harwell Centre  
28-42 Western Approach  
Plymouth  
PL1 1PY  
Tel: 0800 917 9457  
Web: [www.plymouthcommunityhomes.co.uk](http://www.plymouthcommunityhomes.co.uk)

#### **PETRA**

The Harwell Centre  
28-42 Harwell Court  
Western Approach  
Plymouth  
PL1 1PY  
Tel: 01752 254440  
email: [admin@plymfed.org.uk](mailto:admin@plymfed.org.uk)  
Web: [www.plymfed.org.uk](http://www.plymfed.org.uk)

#### **Devon Tenants Forum**

Chair  
Thelma Thompson  
21 Windsor Road  
Northam  
Bideford  
EX39 1EN  
Tel: 01237 470077  
email: [thelmathomp@aol.com](mailto:thelmathomp@aol.com)

Vice-chair  
Sue Jones  
22 Western Avenue  
Appledore  
Bideford  
EX39 1SD  
Tel: 01237 429002  
email: [s.jones730@btinternet.com](mailto:s.jones730@btinternet.com)

#### **TPAS** (Tenant Participation Advisory Service)

5th Floor  
Trafford House  
Chester Road  
Manchester  
M32 0RS  
Tel: 0161 868 3500  
email: [info@tpas.org.uk](mailto:info@tpas.org.uk)  
Web: [www.tpas.org.uk](http://www.tpas.org.uk)



Plymouth Community Homes Limited  
Princess Court, 23 Princess Street,  
Plymouth PL1 2EX.  
0800 694 3101  
[www.plymouthcommunityhomes.co.uk](http://www.plymouthcommunityhomes.co.uk)

---

**REPAIRS FREEPHONE 08082 306500**

---

A charitable Industrial and Provident Society • Registered Number 30637R