



What

So what difference does your involvement make?

Resident Involvement makes such a big difference to how we operate and how we serve you. We always listen to you and try to implement any suggestions that you make. Our residents feedback is at the forefront of any changes we make and we always consult with a resident group before we implement a serious change so we can be sure it is a change for the better.

We want to achieve high levels of satisfaction throughout our services, standards and community interaction because our residents are important to us.

Who

YOU!
We welcome any of our residents to join in.

It doesn't matter if you have a lot or a little to say – your involvement still counts. We are happy to offer training and will pay towards child care costs to enable you to be as involved as you like.

Are you interested? If any of this information has sparked an interest and you would like to join in, **please contact Caroline Marshall on 01933 415156 or email me at czm@rfha.org.uk** so that I can tell you about the dates for meetings or I am happy to meet with you to discuss the options further with no need to commit.

Get involved
for a better
RFHA



Rockingham
Forest
Housing
Association

visit: rfha.org.uk

St. Peter's House, 101 Wellingborough Road,
Rushden, Northamptonshire, NN10 9YL



Rockingham
Forest
Housing
Association

Resident Involvement



Why you should
get involved



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How

How can you get involved?

Mystery Shopping – This is when you work with a designated member of staff to try out the services and commitments of RFHA. You choose what to test, the format and the time. We work with you to create a scenario for you to act out so we can see how we respond and then work together to report back your experience.

Sounding Board – An opportunity to be involved remotely. Residents can agree to answer questionnaires via e-mail every month. These short questionnaires or brief document readings can be completed in your own time during the specified time frame.

Repairs Improvement Group – This resident's focus group discusses all issues relating to repairs and maintenance. They monitor contractors performance, choose the range of products we offer to our residents, and comment on all policies and procedures that we have connected to maintenance.

Challenge Group – This is a resident's group that meets approximately four times a year to discuss a wide range of topics, ranging from the association's business plan to arranging meetings with other residents.

Resident's Groups – encourage the interaction of local or like minded residents. RFHA is very committed to supporting these groups and you will often see our presence at meetings so that you can run through any issues or comments that you have.

Facebook – Please become a fan of our Facebook page. It will keep you up dated on events, estate inspections, key information, and useful contact details.

Estate Champions – These are people who take a little more responsibility for the area that they live in. They will liaise directly with their Housing Officer to report any issues concerning their neighbourhood.

Resident Board Members – We have two seats on our board for residents who would like to have a more responsible role of participation with in RFHA. These members will hold their seat on the board for three years and are part of the associations governing body.

Surveys – Periodically we send surveys to gain information about you, your home and our services. We are thankful to you for completing these, as by learning about you and a little about your circumstances, we can shape our service to suit you.

Events – We offer a range of events throughout the year so that we can interact with you. These are mostly informal social gatherings which allow you to meet each other and our staff. Please look out for our specialised advertising of such events on our website, Facebook, in our newsletter and in RFHA reception.



Why

We want you to be happy that RFHA is

your landlord and we believe that we will only be able to achieve this if we offer an extensive and effective resident involvement programme that gives you lots of opportunities to shape how we operate.

This leaflet will explain to you about all of the possible ways you can get involved and make a difference. Each option is designed to allow you the chance to feedback about our services and make recommendations about how we can improve across all sections of the business. It puts you in control of how we develop and serve you as your landlord.