

Getting Involved

Making sure our customers are at the heart of everything we do means providing lots of opportunities for you to get involved. We encourage involvement from everyone, of any age group and from all backgrounds. This leaflet tells you how you can get involved and make a contribution to your neighbourhood.



Community Involvement

- We hold regular community events and encourage local residents to help set them up
 - Many schemes and estates have a Residents Group or Association - if you are interested in joining one, let us know
 - We hold 'Know Your Neighbour events' so that tenants at new developments can integrate more quickly into their new community
 - Setting up new projects, from a gardening group to a Neighbourhood Watch scheme or a Good Neighbour scheme, we can help you do this.
- Wider community working, for example getting involved with local community festivals or working with the local authority to consult the community on setting up play areas

Bringing the Service to You

- Scheme-based surgeries and walkabouts bring the staff to your scheme, providing an opportunity for you to raise any issues. We will also visit you in your home on request.
- We hold a fun annual customer conference and our customers are always involved in the arrangements.



Making decisions which influence the service and checking performance

- Joining a customer panel enables you to have a say in decisions which affect all of St Vincent's customers. The Customer Panels meet four times a year.
- We are governed by a Board of Management, made up of volunteers and customers
- The Review Board is made up entirely of Customers and is an opportunity to review how well St Vincent's is performing
- The Investment Panel, again, is made up of customers and helps decide which St Vincent's properties need improvements and work doing during the year
- There are a number of working groups in place, for example the Black and Minority Ethnic Panel
- There are also a number of Focus groups in place to look at specific issues, for example the Aids and Adaptations review



Good Communication

- We keep you informed through the quarterly 'Your News' Customer Magazine and we are always looking for customers to submit articles
- An up-to-date website offers access to services and an easy way to get in touch from your own home
- Sign up packs - we include lots of information to get you started in your new home and our customers told us what should go in the pack
- The Annual Standards Report is the report we do for customers which gives feedback on the Top 10 Standards, set by customers
- We produce a monthly performance report which goes on our website - www.svha.co.uk

The Investment Panel meet to agree priorities for investing funds in people's homes and the annual major works programme. This can be anything from new kitchens and windows to deciding when a scheme gets a new coat of paint. This panel have also helped recruit new staff and interview contractors.

Mystery Shopping is a really useful way of testing the service. We ask our customers to get in touch with St Vincent's and measure the response they get. The feedback helps us to measure how well we are performing and highlight areas where additional training or information is required.

Formal Feedback from You

- We ask you to complete satisfaction slips after a repair has been done
- We will conduct telephone surveys to seek your views
- Every few years we carry out a major Tenants Survey
- We hold an 'Approved by our Customers Panel' which reviews all our literature and the website
- Our customers Mystery Shop the service to see where we can make improvements
- Making a comment, complaint or suggestion is a good way to be involved as your suggestions help improve the service

Other Ways to Feedback

There are lots of ways to be involved, and you can let us know what you think; through the website at www.svha.co.uk, by letter, by ringing the office, talking to a member of staff, or attending a surgery.

Young people can give us their views through the Virtual Young

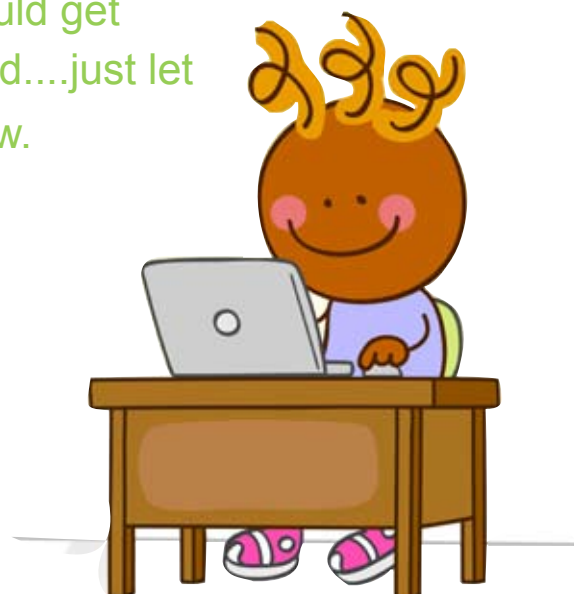
Voice group using new technology such as the internet, email and text – have a look our **NEW** website <http://stvincentsyoungvoice.ning.com>.

Members will receive a regular e byte with a range of information and opportunities to become involved in things going on at St Vincent's.

Delivering on our promises

It's important to get customers involved, and equally important that we commit to staffing and funding the service properly. We do this by ensuring staff are properly trained and engaged with customers.

If you think there are other ways you could get involved....just let us know.



We can provide information in a range of formats to meet your needs, including a telephone translation service, printed in other languages, CD, large print or electronic format. Get in touch on the number below. Customers with a hearing disability can call the mini-com number on 18002 0161 772 2156.

Możemy udostępnić te informacje w innych formatach zależnie od twoich potrzeb, między innymi tłumaczenie przez telefon, druk w innych językach, CD, duży druk lub format elektroniczny. Klienci z problemami ze słuchem mogą kontaktować się z nami poprzez minicom pod numerem 18002 0161 772 2156.



ہم یہ معلومات آپ کی ضرورت کو پورا کرنے کیلئے متبادل صورتوں میں فراہم کر سکتے ہیں، بشمول ٹیلیفون ٹرانسلیشن سروس، دوسری زبانوں میں پریٹنگ، سی ڈی، موٹے حروف میں لکھائی یا ایکٹروٹک میں۔ ہمارے وہ صارفین جنہیں سننے کی معذوری ہے وہ ہمارے مٹی کام 18002 0161 772 2156 پر ہمیں فون کر سکتے ہیں۔



If you want to get involved, you can

Write to Maureen Walsh
FREEPOST RRYG-GCTK-GHUU, St Vincent's Housing Association
Metropolitan House, 20 Brindley Road, Old Trafford, M16 9HQ

Email us at maureen.walsh@svha.co.uk

Or you can phone us on 0161 772 2120 or 0845 606 6565 (lo-cost number from some networks) and ask to speak to Maureen.