

Resident Involvement Statement 2009 / 2010



"Better homes and better services for better lives"

Resident Involvement Statement 2009/10

This statement makes clear our commitment to resident involvement. It sets out how we will continue to ensure that our customers are given both the opportunity to become involved and the ability to shape and make a difference to the services that we provide.

It also sets out what our priorities are for resident involvement in the coming year.

Our commitment to resident involvement

We are committed to involving customers to ensure that the services we provide meet their expectations and that residents help shape our future. We also want to make it easy for all our customers to become involved in what we do - in ways which suit them.



Acis will:

- Be clear on how customers can get involved
- Offer flexible ways for you to be involved, informed and make a difference to our services
- Keep you regularly informed on what has changed as a result of resident involvement
- Provide the necessary support to enable you to maintain involvement such as dependant and travel costs and free training

What has resident involvement achieved?

2008/09 saw Acis achieve TPAS (Tenants Participatory Advisory Service) accreditation, a quality mark demonstrating that we have made strides forward in our commitment to involving customers. The award gives recognition to the work staff, and more importantly our customers, have put into Resident Involvement. TPAS say:

“ Our assessment method produces a strong and reliable measure of the quality of a landlord’s resident involvement. Only the highest scoring landlords achieve our accreditation ”

In addition, just some of the achievements in 2008/09 were:

- Customers continued to complete our "Getting to Know You" questionnaires which will help us to find out how we can best deliver tailored services.
- Review of our resident-led Local Management Boards.
- Development of resident involvement options resulting in more scope for people to make a difference to our services in ways that suit them.
- Introduction of recruitment aids such as resident involvement leaflets and "Make a Difference" forms.
- Maintenance and expansion of residents groups and the launch of new groups including Kelsway, Caistor and Park Springs, Gainsborough.
- Involvement of tenants on 'service improvement groups' that directly affect procedures such as gas servicing and planned maintenance.
- Involvement of residents in choice and monitoring of major contractors for modernisation works.
- Establishment of Focus Groups of previously un-involved tenants, debating specific issues such as the future business strategy.
- Introduction of a tenant inspection process for empty properties and the Residents Repair panel to monitor and evaluate performance.
- Customer Consultation as part of the Service Promises review.
- Renewal of Life-Line alarms in Sheffield as a result of detailed and extensive customer consultation
- Involvement with youth projects such as literacy events and a 'Youth Summit' in Sheffield.

Our priorities for resident involvement 2009/10:

- Supporting existing and developing new residents groups to empower customers to influence the services they receive.
- Relevant training and skills updating for all our currently involved residents.
- Maintaining awareness of resident involvement.
- Increasing the opportunities for involvement by improving our menu of options – involving our customers in the way they want.



- Ensuring that resident involvement is representative of our diverse customer profile
- Constantly and consistently reviewing the effectiveness of customer involvement – focussing on what works
- Exploring new ways to develop and sustain our communities



How can **YOU** make a difference?

Some of our current involvement opportunities are below:

Informal

- Armchair Consultee
- Communications Sub-Group
- Residents' Meetings
- Focus Groups
- Village Voice
- Mystery Shopping
- Tenant Inspectors Scheme
- Repairs Panel
- Estate Audits

Formal

- Tenant and Resident Associations (TARAs)
- Local Management Boards
- Resident Advisory Panel
- Acis Board of Management

For more information, please call our Resident Involvement Advisor for a chat on FREEPHONE 0800 027 2057.

This statement can be made available in **Braille, audio tape, large print, or other languages.** Please ask our **Customer Services team** on **FREEPHONE 0800 027 2057** for more information on any of these services.

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