



Get Involved with Acis ... Make a difference!



"Better homes and better services for better lives"



Why should I get involved?

The best way for Acis to provide the service that you want, is for you to get involved and tell us what really matters. This means that we can shape our service to meet your needs.

There are loads of ways for you to have your say and make a difference; it's your choice and you can choose which way best suits you or your family. Alternatively, you could provide us with ideas of how we could get you involved.

How can I get involved?

Take a look at the following ways that you can have your say and make a difference...

Informal Involvement:

- **Armchair Consultee**

There are a number of opportunities for you to get involved from home. It's possible to make a difference by telephone, email and postal surveys. We can even send you minutes of meetings that are held so that you can give your own views about the issues raised.



- **Communications Sub-Group**

Be part of the editorial team and decide what goes in to your quarterly newsletter. Also make a difference by giving your views on any leaflets or other publications we write.

- **Village Voice**

Do you think your village or local area is represented? If not, would you like to be heard by becoming a village voice?



● **Mystery Shopping**

Become a mystery shopper and help us to check that we're doing a good job!



● **Focus Groups**

We often need people to attend focus groups to discuss and give their views on different service areas.

● **Service Improvement Sub-Groups**

These are groups set up for you to make a difference in specific service areas.

● **Estate Audits**

Our Area Managers regularly check the estates, and you can make a difference by helping to improve your neighbourhood.

● **Resident's meetings**

There may be a resident's group already active in your area, or you may want us to help get one started near you.



Formal Involvement:

- **Acis Board of Management**

Tenants can be elected onto the board. This is ideal for people who want to get involved on a more committed level.

- **Resident Advisory Panel (RAP)**

The Rap is formed by members of the Local Management Boards and other specialist groups. They provide feedback from their groups and pass also this on to the Management Board.

- **Local Management Boards (LMBs)**

Acis currently has three LMBs, which are divided into Gainsborough, Rural and Sheffield. They monitor service delivery and have a strong involvement with the local communities.

- **Tenant and Resident Associations (TARAs)**

These groups are run by tenants and residents, and are used to help improve services, their local community and discuss any issues. There are certain requirements for your group to become a TARA.

Have we missed anything?

Acis welcomes your suggestions, and if there's a way you think you'd like to get involved that we've not mentioned, just give us a call.

How can Acis help?

We provide training for residents who want to get involved and help people to gain new skills.

We will provide support and assistance in all areas of involvement, for example; assisting in setting up a new group and help filling out surveys. We will pay for travel expenses and help with child care costs. Refreshments are also provided at meetings.



What to do next?

If you would like to get involved or have any questions, please phone our Resident Involvement Advisor for a chat on **FREephone 0800 027 2057**.

There is also a **Resident Involvement Guide** available which will give you further details and advice on how to get involved. Please call into your local office or contact us and we will send you a copy.



This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

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Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

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business for neighbourhoods