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Business Reply Plus
Licence Number
RSCG-TTAJ-ECZG

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Derwentside Homes Limited
Greengates House
Amos Drive
Greencroft Industrial Park
Stanley
DH9 7YE

This leaflet explains the ways you can get involved with Derwentside Homes. If you would like it translated or in a different format, contact us at the address below.

中文
Chinese

此传单解释了您可以如何参与 Derwentside Homes 事务的方式。如果您需要翻译版本或其他格式，请按如下地址与我们联系。

हिंदी
Hindi

ये लीफलेट ये बताता है कि आप डेरवेन्टसाइड होम्स के साथ कैसे जुड़ सकते हैं। यदि आपको ये अनुवादित रूप में या अन्य किसी फॉरमेट में चाहिये, तब नीचे दिये गए पते पर हमसे संपर्क करें।

Magyar
Hungarian

Ez a szórólap elmagyarázza Önnek, hogyan veheti ki a részét a Derwentside Homes munkájából. Ha szeretne fordítást kapni róla, vagy más formátumban szeretné olvasni, forduljon hozzánk az alábbi címen.

Latviešu
Latvian

Šajā brošūrā paskaidrots, kādus dzīves apstākļus jūs varat iegūt saistoties ar Derventsaidu Hjūmu. Ja jūs vēlaties, lai to iztulko vai vēlaties to citā formātā, sazinieties ar mums izmantojot turpmāk minēto adresi.

Lietuviškai
Lithuanian

Šiame informaciniame lapelyje paaiškinta, kokiais būdais galite prisidėti prie bendrijos „Derwentside Homes" veiklos. Jeigu norėtumėte teksto vertimo arba kitu formatu, susisiekti su mumis toliau nurodytu adresu.

Polski
Polish

Ulotka wyjaśnia, jak można zaangażować się w działalność Derwentside Homes. Jeśli potrzebne jest tłumaczenie lub inny format dokumentu, prosimy o kontakt z nami pod poniższym adresem.

ਪੰਜਾਬੀ
Punjabi

ਇਹ ਇਸ਼ਤਿਹਾਰ ਇਹ ਵਿਆਖਿਆ ਕਰਦਾ ਹੈ ਕਿ ਡਰਵੈਂਟਸਾਈਡ ਹੋਮਸ ਦੇ ਨਾਲ ਤੁਸੀਂ ਕਿਵੇਂ ਸ਼ਾਮਲ ਹੋ ਸਕਦੇ ਹੋ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ ਵਿੱਚ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اردو
Urdu

یہ لیفلیٹ وضاحت کرتا ہے کہ آپ ڈروینٹ سائیڈ ہومز کے ساتھ کن طریقوں سے شامل ہو سکتے ہیں۔ اگر آپ اس کو ترجمے یا کسی اور شکل میں حاصل کرنا چاہتے ہیں، تو مندرجہ ذیل پتے پر ہم سے رابطہ کریں۔

Customer Services
Derwentside Homes,
Greengates House,
Amos Drive,
Greencroft Industrial Park,
Stanley,
County Durham
DH9 7YE

0800 783 9295 or 01207 521 100

customer.services@derwentsidehomes.co.uk

www.derwentsidehomes.co.uk

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Derwentside Homes

Involving You
Menu of involvement

EXCELLENT HOMES • QUALITY SERVICE • PROUD COMMUNITIES

Derwentside Homes is committed to improving services, to suit your needs and which are value for money. We can only do this by talking and working together in partnership with you.

You know your homes and neighbourhoods better than anyone else and it's really important that you tell us how we can improve things to make the services we provide and the communities in which you live even better.

We have lots of tenants who are already actively involved in shaping and developing services. This is great, but we want to increase the numbers of people who are involved and provide some new methods so that they can choose the level of involvement that they feel comfortable with and have time to give.

'Involving You' is our menu of involvement offering you a range of ways to have a say in how services are delivered and to influence how the quality of services are improved.

Whatever time you have, we want to provide a way for you to get involved as it's important that you have the opportunity to have a say in issues and decisions that affect your homes. Against each involvement option listed in the menu, we have identified the time commitment involved. This will enable you to choose an option that suits you and your lifestyle.

Why get involved?

Getting involved brings lots of rewards. You can meet new people, learn new skills and directly change how services are provided to improve homes and communities. You can also make sure that we are keeping our promises and delivering high standards of service.

Resident involvement is already making a difference and helping to improve services in the ways that tenants want to see. We need your help to improve them even further, so get involved. Please tick the relevant boxes to tell us which methods you would like to get involved in and complete the form on the back of the menu.

Light Snacks

There are some really informal ways of getting involved, which take minimal time and some can be done from the comfort of your own home.

Method	Time Involved
Receiving Information Receive information about Derwentside Homes by post, read it and find out what is happening and maybe you will want to find out more.	Minimal
Consultations Give us your views in consultations through local events or roadshows.	four times per year
Surveys Take part in telephone surveys, respond to postal surveys or talk to our teams carrying out door-to-door surveys to give your views about the services you receive.	15 minutes every two months
Members of Derwentside Homes Becoming a Member of Derwentside Homes will enable you to vote on important matters facing your homes and housing service at Derwentside Homes' Annual General Meeting and you will also be sent a copy of the corporate accounts every year.	two hours on an annual basis
Neighbourhood Voice If there isn't a resident association in your area, become a neighbourhood voice and tell us about the issues that concern or affect you.	Approximately two hours, four times per year to meet with Officers from Derwentside Homes

Main Courses

There are more formal ways that you can get involved in shaping and developing services but these do require a more significant time commitment.

Method	Time Involved
Editorial Panel Get involved in the editorial panel and help us to develop the quarterly newsletter, information for the website and developing new leaflets and documents.	two hours every six weeks
SoWAT Group Help us to improve the look of estates, monitor contracts and service standards. You take on the role of Inspector or mystery shopper and tell us what you think about the quality of services provided. Go out on our regular estate inspections to tell us what needs to be improved in your local area.	two hours per month
Customer Panels Get involved by looking at new developments and improvements across the full range of services that we provide.	two hours per month
Residents' Associations Join a residents' association in your local area. There are 20 resident associations across Derwentside which you could join or we are always happy to support new groups.	This depends on the Association and how much you get involved but is approximately one hour every month
Tenants' Forum The eyes and ears of the tenants, the forum is open to all tenants and exists to give tenants the opportunity to get involved in reviewing our services.	Meets bi-monthly for two hours
Board Derwentside Homes has a Board of Management, which includes five tenant members. They are the ultimate decision-making body for the organisation. Tenants on the Board play a big part in making major decisions about the long-term future of the company, ensuring that promises made to tenants are delivered.	On average three hours every six weeks plus training and other committee meetings
Scrutiny Panel If you have an interest in Derwentside Homes and the service it delivers and are looking for an opportunity to get involved and learn new skills then the Scrutiny Panel will give you the opportunity to work with us at a strategic level to make the service improvements that customers want. This is a role where you can really make a difference and get involved within the company, scrutinising all aspects of the company such as customer service, repairs and anti-social behaviour, and not just a quick look, it's an in-depth scrutiny of all that is involved within the services we provide.	On average three hours per month

Dessert

Our final course gives you the opportunity to learn new skills and increase your knowledge of housing and related issues. It's not a method of involvement as such but training may give you a taste for getting more involved.

Method	Time Involved
Tenant Training Courses Our Tenant Academy Training Guide sets out all the training opportunities that we offer and we are always keen to get new ideas for courses that Tenants would be interested in taking part in.	Depends on the course

Your Choices

There has never been a better time to get involved, so please tick any of the boxes next to the activities you are interested in and we will contact you to talk to you to provide more information.

Light Snacks

- Receiving regular information ☐
- Consultations ☐
- Surveys ☐
- Member of Derwentside Homes ☐
- Neighbourhood Voice ☐
- Armchair Consultation ☐

Main Courses

- Editorial Panel ☐
- SoWat Group ☐
- Customer Panels ☐
- Residents' Associations ☐
- Tenants' Forum ☐
- Membership of the Board ☐
- Scrutiny Panel ☐

Dessert

- Tenant Training Course ☐

If you have ideas on other ways we could involve you, or are interested in a specific service area, please write your suggestion here:

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Name: .....

Address: .....

.....

Tel No: ..... Mobile No: .....

Email: .....

Please hand to any Derwentside Homes Officer or return to **Susan Gowland, Community Investment Manager, Derwentside Homes, Greengates House, Amos Drive, Greencroft Industrial Park, Stanley, County Durham DH9 7YE**