

INVOLVING YOU MENU OF INVOLVEMENT

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.

Customer Panels

Get involved groups looking at new developments and improvements across the full range of services that we provide.

Residents' associations

Join a residents' association in your local area. There are currently 30 resident associations across Derwentside which you could join or we are always happy to support new groups.

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. The forum meets on a monthly basis at 6pm on a Wednesday evening.

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.

Derwentside Homes can provide financial support to help set up and maintain groups as well as ongoing training and support to groups. We can provide transport, cover costs incurred as result of attending meetings or getting involved in activities and events.

Desert

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

Tenant Academy

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.

Two hours per month

Two hours per month

This depends on the Association and how much you get involved but is approximately one hour every month

Meets every month for 2 hours

On average 3 hours every 6 weeks plus training and other committee meetings

Time Involved

Depends on the course

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Derwentside Homes is committed to improving services to make them the best possible services, suited to 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 is 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.



Lighter Bites

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

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.

Consultations

Give us your views in consultations through local events or road-shows.

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.

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.

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.

Armchair Consultation

We appreciate that not everyone wants to attend meetings in order to give their views. Armchair consultation is about giving your views and opinions on our services from the comfort of your own home. Join our Armchair panel and give your views through questionnaires, telephone surveys or even via SMS text.

Time Involved

Minimal

4 times per year

15 minutes every 2 months

2 hours on an annual basis

Approximately 2 hours, 4 times per year to meet with Officers from Derwentside Homes

We will contact you up to 6 times per year to ask for your views

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

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.

Time Involved

Two hours every 6 weeks

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.

Lighter Bites

- 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

Desert

- Tenant Academy

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

Name: _____

Address: _____

Tel No: _____

Email Address: _____

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