



PCYA

Part of the Genesis Housing Group

Your guide to

Getting involved

What is resident involvement?

We want you to be involved in how we manage your homes and in what we do in your communities. We want to know what you think about our services and we want to use your views and ideas to improve what we do.

By getting involved you can:

- help us improve the area you live in
- help us improve the services you and other residents receive from us
- help us to be accountable to you and make sure you get value for money
- develop your personal skills
- meet your neighbours through social activities.

How can I get involved?

This leaflet gives you lots of information about the different ways you can get involved. If you want to know more, or have any questions, please call us on **020 8451 8085** or email us at **residentinvolvement@pcha.org.uk**

We have a dedicated Resident Involvement team who will be able to help you get involved in a way that suits you.



There are lots of different ways to get involved...

Tenants Consultative Forum

This is a panel of tenants which meets six times a year to review our policies, procedures and any new initiatives we're planning to introduce. We're always looking for new members to join our forum. Alternatively, if you want to find out more about what we do, you can come along to one of our meetings as an observer.

Have your say about the services we provide

You can get involved in making decisions about the services which are most important to you. Here are the groups which you can take part in:

- Maintenance Action Group, which meets every month to monitor our repairs service
- Fire Alarms and Gas Monitoring Group, which meets four times a year to monitor the gas and fire alarms service
- Special Minor Improvement Budget Panel, which meets twice a year to decide how funding for improvements should be allocated.

“Because of my involvement with the Tenants Consultative Forum, PCHA have listened, PCHA have changed and it's been better for all of us.”
PCHA resident

Responding to consultation

We will consult you about changes that will affect your home and community, such as:

- new policies or significant changes to policies that we already have
- changes to the services we provide
- local community issues.

We will consult you by carrying out surveys, giving you information in letters, leaflets and newsletters and by arranging local meetings where we will discuss issues with you.

Viewpoint: getting your views on policies and strategies

Viewpoint is a group of residents who are interested in letting us know what they think about Genesis Housing Group's policies, strategies and new projects. Members of Viewpoint live in a home either owned or managed by PCHA, Pathmeads or Springboard which are all part of Genesis Housing Group.

As a Viewpoint member, you can let us know your views in a way that suits you. This may be through a survey, over the phone or at a focus group meeting. It's a great way to meet residents from across Genesis and share your views.

PCHA board

The PCHA board is responsible for overseeing the work and direction of the association. There are places for three tenants and one leaseholder on our board. Each resident serves for a period of three years.



Residents' associations

If you and your neighbours would like to set up a residents' association in your local area, we can help. We will help you to run elections for the positions of chair, treasurer, secretary and committee members. We will also provide some administrative assistance and training in key skills such as minute taking and chairing a meeting, if required. We can also provide financial assistance to help you set up your residents' association.

You'll find more information on training and financial support on page 6 of this leaflet.

Developing your skills

We organise training courses where you can develop your skills to run a successful residents' group. Courses include:

- Minute taking
- Fundraising
- Chairing meetings
- Managing a budget.

Other courses have included:

- Energy efficiency training
- How to manage your money
- First aid training.

“Going to meetings has given me confidence. I met new people and made new friends.”
PCHA resident

Financial support for community groups

We provide an annual grant for constituted residents' associations to cover the administrative costs of the group.

Constituted residents' associations can also apply for a grant of up to £500 to run an event or project which benefits the whole community.

We can also help you to apply for funding from other agencies which support community activities.

Tenant Commitment

The Tenant Commitment is a written agreement between us and you. It sets out the arrangements for how we can work together. It is also used as a tool to monitor our services, to make sure we are doing what we say we will.

Keeping you informed

We produce a magazine for residents called *What's happening* which you will receive three times a year. In this, you'll find news of what's been happening at PCHA and in your community over the previous months, including information on what's been achieved through resident involvement. You'll also find out about future projects and events you might like to get involved in.

We are always looking for contributions from residents for the newsletter. You can either send us your ideas for articles, or come along to one of our editorial meetings.



Get your free DVD to find out more!

We've made a short film with residents about the different ways to get involved. You can see how residents are making a real difference to their communities, and how they've benefited too.

To request a copy of your free DVD, or to find out more about any of the different ways to get involved, call us on **0208 451 8085** or email **residentinvolvement@pcha.org.uk**

PCHA Head Office
192 – 196 High Road
Willesden
London, NW10 2PB

www.pcha.org.uk/Resident+Involvement

This document gives you information about getting involved. If you need any part of this information in Braille, on audio tape or explained in your own language, please contact us on the number below.

Ky dokument ju jep informacione në lidhje me menyrenë si të përfshihesh. Nëse ju duhet ndonjë pjesë e këtij informacioni në Braille, në CD, në kasetë ose të shpjegohet në gjuhën tuaj, ju lutemi kontaktoni në numrin poshtë.

Albanian

تمتلك هذه الوثيقة بالمعلومات اللازمة عن المشاركة. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة ممتجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই নথিবলকটি, জড়িত হওয়া সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্লেস, সিডি, অডিও ট্রেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

این نوشتار اطلاعاتی درباره مشارکت داشتن در اختیارتان قرار می دهد. اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده یا حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

Farsi

Ce document contient des informations sur votre implication personnelle. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

આ દસ્તાવેજ સામેલ થવા વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Dokumentigan wuxuu ku saabsan yahay arrimaha gelinta. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Este documento proporciona-lhe informações sobre participar. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portuguese

Bu belge soruların çözümüne nasıl katkıda bulunulur konuları hakkında bilgi verir. Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

Turkish

020 8451 8000



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE

Housing Corporation Number: LH0030.

Industrial & Provident Societies Number: 17210R.

Registered Office: Chapel House, 25 Chapel Street, London, NW1 5DT.

PCHA Housing Association Limited is an exempt charity.

Genesis
Housing Group

Building futures