

INFORMATION FOR RESIDENTS

8. Get involved – make a difference!

We are committed to making sure that you have a say about the decisions that affect your home. This booklet explains how you can influence the way your home is managed.

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What is resident involvement?

Resident involvement is all about giving you more say in the decisions that affect you and where you live.

You have an important role to play in the way we are run, and we would like to encourage you to get involved.

Why get involved?

By getting involved, you can:

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

How to get involved

If you would like to get involved in any of the ways listed in this booklet, or if you would just like more information, please call our Resident Involvement Team on **020 8451 8085**

Our team consists of the resident involvement manager, four resident involvement officers and a team co-ordinator. You will have a resident involvement officer who is responsible for involvement in your area – please contact us to find out who your resident involvement officer is.

Consultation

The legal background

Under the Commonhold and Leasehold Reform Act 2002, we have a duty to consult leaseholders about:

- work that will cost each leaseholder over £250;

- any major work; and
- arranging service contracts if they will cost each leaseholder more than £100 each year (this only applies to contracts lasting more than 12 months).

The Housing Services Department are responsible for discussing these issues with you, but the Resident Involvement Team may also get involved if they are asked to do so.

Getting your views

We will also consult you about any changes that will affect you or your home, for example:

- new policies or significant changes to existing policies;
- significant changes to the service we provide; and
- local community issues (for example, parking arrangements).

We will take your views into account before we make any final decisions.

How will we consult you?

This depends on whether the change affects all leaseholders or just some leaseholders. We will consult you in the following ways.

- By sending you a section 20 consultation notice when we need to carry out work that will cost you more than £250, or if we enter into a long term contract that will cost you more than £100 each year.
- By giving you information in letters, leaflets, newsletters, and on posters at our offices. We aim to make sure that all leaseholders have equal access to information. We will help you if you have difficulty understanding any information we provide, for example by giving you the information translated into your own language.
- By arranging meetings or local drop-in sessions.
- By carrying out surveys.

Getting involved

We want to give you the opportunity to have a say in decisions that affect your home. Our leasehold involvement policy sets out the standards you can expect in terms of being consulted, informed and involved in our services.

Representation on the PCHA Board

We have representatives on the PCHA Board, and the board meets four times a year. Those residents who are on the board are directly involved in overseeing the work that we do and the direction that the organisation takes in the future.

- Representatives can stay on the PCHA Board for up to three years, at the end of which they must stand down.
- The PCHA Board will decide, with leaseholders, how the representatives will be elected.
- Leaseholders who have already served on the board can put themselves forward for another three years.
- Any leaseholder who wants to serve on the board must agree to follow the PCHA Board's rules and code of conduct.
- Leaseholders can serve on any of the board's working parties as appropriate.

Residents' associations and representative groups

Many of you will live in areas where some residents rent and others own their homes. We will be happy to support associations that have a mixture of members who rent and who own their own homes.

We will:

- reply to requests to set up a residents' association, or an informal residents' group, within 30 days of receiving them; and

- help you to set up a residents' association, or an informal residents' group, if at least 40% of the residents living in your area support the idea.

PCHA Leaseholder Consultative Group

Our Resident Involvement Team will make arrangements for residents' groups to meet up and swap ideas. We will also support the PCHA-wide Leaseholder Consultative Group.

We provide a range of opportunities for our leaseholders to have a say in the way we deliver services, including:

- holding local meetings with leaseholders; and
- developing appropriate ways to involve leaseholders in planning, monitoring and reviewing how we deliver our services, and in setting and checking our standards of service.

Training and support

Our Resident Involvement Team provides training for residents' associations, informal groups and sometimes individuals. The training is designed to meet your needs and can help you develop your skills in, among other things:

- taking the minutes in a meeting;
- fundraising;
- chairing meetings; or
- managing a budget.

We may also encourage you to go on formal training courses. Where possible, this training will be free to attend.

Also, our Resident Involvement Team will provide extra support, including help to:

- promote social activities;

- successfully run your own groups; and
- apply for Genesis Community Chest funding, so that groups can run their own projects.

Tell us your views

When you tell us your views, it helps us to check that our services are up to standard and, if they are not, to find ways to improve them.

We will ask for your views by:

- phoning you;
- asking you to fill in questionnaires;
- asking you to contact us about particular issues;
- holding meetings; and
- inviting you to join focus groups or working parties that will look at particular issues of concern.

Keeping you informed

We will keep you informed about how we run our organisation and any changes in our policies or the way we work that could affect you. We will also give you feedback about what has happened as a result of your involvement.

We will give you this information:

- in updates to this handbook;
- in regular newsletters;
- in leaflets;
- on noticeboards in our offices;
- on our website at www.pcha.org.uk;
- in our annual report; and
- when we meet with you.

Newsletters

We produce a regular newsletter for residents that includes interesting features and news. We will report results from any leaseholder involvement activities in the newsletter, as well as providing any information about our performance standards. You will also find contact details for our staff.

Fair treatment for all

We strongly believe that involvement is a way of giving residents a greater say in the things that affect them, and of delivering our services more effectively. We understand that residents from some communities may find it difficult to get involved as they may face practical difficulties (such as not having English as their first language), or hostility from other residents. To make sure that everyone has the same chance to get involved, we will:

- make sure that the way we involve residents is available to everyone, including residents from the many communities we work in;
- use appropriate methods of communication to suit all residents;
- make sure that everyone has equal access to information, which means providing it in a range of formats, for example in large print, in Braille or in other languages; and
- challenge unacceptable behaviour or discrimination in our offices and at public meetings.

Plans for involving leaseholders

We have set up a Leasehold Involvement Steering Group to guide these various ways of involving residents. The steering group will produce a plan each year that the Resident Involvement Team will follow. The steering group includes PCHA Board members and staff.

We will review this plan every year and send a feedback statement to the PCHA Board and to residents' groups. If you would like a copy of this yearly plan, please call the resident involvement manager on **020 8451 8080**.

Give us your comments and ideas

We are always looking for new and better ways of involving leaseholders in the decisions we make. If you have any suggestions, please fill in the form below.

Request for more details

You will find more information on our website at www.pcha.org.uk, or you can fill in this form and return it to:

PCHA Resident Involvement Team

192-196 High Road

Willesden

NW10 2PB

Phone: 020 8451 8085

I am interested and would like more information on the following. (Please tick which ones you are interested in.)

The leasehold involvement plan

Residents' associations

If you have any other suggestions or comments, please add them here.

Please send the information to:

Your name: _____

Your address: _____

Your phone number: _____



Translations

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

English

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 isticmaala.

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

تمدك 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 أسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

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

Bengali

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, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Este documento proporciona información sobre cómo involucrarse. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

Telephone: 020 8451 8000

