

petersfield housing association limited



RESIDENT INVOLVEMENT



Resident Involvement

As part of its mission statement “Petersfield Housing Association aims to provide good quality, cost effective housing and services to people in housing need”.

Petersfield Housing Association (PHA) is fully committed to involving its residents in all matters relating to the services that PHA provides. We believe that residents are best placed to assess how current services are being provided and whether or not those services are appropriate and provide value for money.

What is Resident Involvement?

Resident Involvement is about giving residents choices and encouraging them to have a say in how their homes are managed. PHA wants to actively encourage residents to get involved with the staff and help determine and shape the services we provide. No previous experience of housing is required, we just want your knowledge and your views about what we do and how we do it. You will be fully supported by staff that are committed to providing an excellent service to all our residents.

How you can get involved

- By responding to consultation exercises
- By responding to the full resident's survey (STATUS) every 3 years to help us analyse and improve our services. We use your responses to assist in decision making in how to:
 - Improve our services to you
 - Ensure we provide services that you want and that represent value for money
 - Consider new services
- By joining service improvement working groups e.g. website creation, residents' handbook review, repairs service review etc
- By working with the staff delivering projects aimed at improving your local community
- Be part of a residents' panel to address local issues

We will

- Make it easier for people to be involved by helping with things such as childcare costs, travel expenses and training
- Support and help set up resident panels where appropriate
- Our Board of management will have a minimum of one resident representative
- Produce an annual Residents' Involvement action plan. This will set out specific goals for resident involvement each year. In addition an annual budget will be agreed for resident involvement/community initiatives

Resident involvement in our business is key to our success and what we want to achieve. We welcome any resident who would like to be involved in working with us.

If you would like to know more then please contact either the Housing Officer or Housing Manager using the details below:

Telephone: 01730 263589:
Between 9am & 5pm Mon-Fri

Fax: 01730 262111

In person:
Between 9am & 5pm Mon-Fri

Post: 32, Lavant Street, Petersfield
Hampshire, GU32 3EF

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