



## Section 4 Becoming Involved in the Management of Your Home

The Association is committed to the right of residents to be involved in the management of their homes.

To do this the Association offers a choice of ways in which residents can get involved and have a say in how things are run and in planning for the future.

### Ways To Get Involved

**Armchair Monitors:** made up of a small number of residents who are prepared to complete surveys and questionnaires, as and when required, on a wide range of subjects to provide the Association with a cross section of views on all aspects of its service.

**Newsletter Editorial Panel:** this panel meets to oversee the production of the Association's Newsletter and to help expand its role.

**Resident Meetings:** held twice a year in April and September in all sheltered housing schemes and in areas where there is a demand from residents.

**Residents' Associations:** the Association is committed to

encouraging and supporting the formation of residents' groups and help is available in the form of start up grants, administrative support and training.

**Focus Groups:** meet three times a year to look, in depth, at issues affecting the Association and its residents.

There are currently four groups covering: Newcastle and Tyneside Durham and Cleveland North and South Yorkshire Hull and East Riding

In addition, the Association will consult with all residents on:

- major aspects of service provision
- choices in planned maintenance programmes
- local issues affecting individual homes and/or neighbourhoods
- policies and procedures
- performance

For more information on Resident Participation please contact your Housing Officer.

A summary of the Association's Resident Involvement policy is detailed in section 10 of this Handbook.