



Opportunities to
**GET
INVOLVED**



Railway Housing Association

GET INVOLVED

Your opinion matters

Would you like to influence and improve the services that we provide? We want you to be involved in the management of your home, improve services and influence the future direction of the Association.

Why get involved?

Getting involved brings lots of rewards.

You can -

- Meet new people
- Learn new skills
- Make your area a better place to live
- Understand how the Association works
- Improve the services we provide to residents

You know your home and neighbourhood and can tell us how to improve our services and your local community for the benefit of all residents.

Ways to get involved

Involvement can range from a quick survey to a full day session. It can be a 'one off' or you could get involved on a regular basis.

Resident Forum

Complete postal, on-line and/or telephone surveys from the comfort of your own home on a wide range of subjects. Time involved approximately 30 minutes once every two months.

Focus groups

Focus groups give residents the opportunity to meet with staff in a relaxed setting and discuss and influence services and publications. Meetings are held three times each year in Newcastle/ Darlington, Hull and York. Time involved: 3 hours, three times a year.

Residents' associations

Residents who live in the same area meet on a regular basis to have their say on local issues and organise social events. We provide support to properly managed groups that act for the benefit of all residents. Time involved: this depends on the group but is approximately 1 hour a month.

Your choices and contact details

If you would like to get involved in one or more of the opportunities listed in this leaflet then we would love to hear from you.

Tick the box next to any of the activities that you are interested in, complete your contact details and return this form to the address shown below.

- Resident Forum
- Focus Group
- Residents' Association
- Leaseholders' Forum
- Scrutiny Panel
- Board of Trustees

Name: Address:

.....

Postcode: Telephone:

Email:



Cut out this form and send to: Freepost Plus RTLG-HXES-SKAY, Railway Housing Association, Bank Top House, Garbutt Square, Neasham Road, DL1 4DR or email the details to: housing@railwayha.co.uk

Leaseholders' Forum

Leaseholders from each of our four leasehold schemes meet together once a year to discuss matters that are important to them. Time involved: approximately 3 hours, once a year.

Scrutiny Panel

A group of up to ten residents meet together every two months to look in detail at how the Association delivers services to residents. Time involved: 4 hours every two months plus reading time and training.

Board of Trustees

Board members are volunteers who make sure that the Association is properly managed and make decisions about services and future plans. Vacancies on the Board are open to applications from residents, which will be considered along with any applications received from non residents.

Time involved: approximately 4 hours every two months plus reading time, training, other committee meetings and two away days per year.

Costs

We will help with any reasonable costs such as transport, childcare or translation services to help you to become involved.

Want to know more?

For more information, please speak to a member of staff, call us on freephone: 0800 0287428 or email: housing@railwayha.co.uk



Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi_inde di_er dillerde de temin edilebilir ayrıca görme özürülürin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti _eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (للفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انبار پانه به زمانی خواتن ده ست ده که ویت، و یا به شیوه کانی دیکه، له وانه به خه تی گه وره و یا به ده ننگ. نه گه ر پیویستت به ز انباری زورتر، یارمه تی و یا ناموزگار ی هه یه، تکایه پرسپار بکه له یه کیک له کارمه نده کان. (نه وان کاریکی واده که ن که به زمانی خوت له گه لتا قسه بکه ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گڈارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (بھری ہوئی کھائی، ہینا انخاص کے پڑنے کی کھائی) یا ڈی اور پیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملہ کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)

Contact us

Our office in Darlington, Bank Top House, Garbutt Square, Neasham Road, DL1 4DR is open between 8.30 am and 4.30pm Monday to Friday.

Free phone: **0800 0287428** | Email: info@railwayha.co.uk

www.railwayha.co.uk

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Registered Social Landlord: A1855 | Registered Charity: 1188450
Member of the Housing Ombudsman Service

