

RHA



Railway Housing Association



Opportunities to Get Involved

www.railwayha.co.uk

Would you like to influence and improve the services that we provide? The Association is committed to the rights of residents to be involved in the management of their homes. We want to give all residents an opportunity to make a valued contribution to improving services and to influence the future direction of the Association.

WHY GET INVOLVED?

Getting involved brings lots of rewards. You can -

- Meet new people
- Learn new skills
- Contribute to the decisions made about your home
- Make your area a better place to live
- Understand how the Association works
- Ensure that the right decisions are made to improve services

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.

Support and training will be provided and there will always be someone here to help.

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, internet 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 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

These groups encourage residents who live in a particular area or scheme to 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

Leaseholders' forum

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

Scrutiny panel

A group of up to ten residents meet together every two months to scrutinise our performance and 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 ensure 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 awaydays 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 on any of the above, please speak to a member of staff, call us on freephone 0800 0287428 or email us at info@railwayha.co.uk



YOUR CHOICES

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 and complete the section overleaf and we will contact you.

Resident Forum

Leaseholders' Forum

Focus Group

Scrutiny Panel

Residents' Association

Board of Trustees

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 özürülülerin 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.)

مستطيع توفير المعلومات بلغات أخرى وصيغ أخرى مثل البريل (الفايدي البصر) وللشرايط 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 احتجتتم الي 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 با 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 یا شما صحبت کنند.)

زانیاریانه به زمانی خوتان ده ست ده که ویت، و یا به شیوه کنی دیکه، له وانه به خه تی گه وره و با به دنگ نه گه ر پیوسته به زانیاری زورتر، یارمه تی و یا ناموزگاری هه به، تکلیه برسوار بکه له به کیک له کلارمه نده کان. (نه و ن کاریکی و اده که ن به زمانی خوت له گه لتا قصه بکه ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੁਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੈਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਚਾਹੋ, ਜਾਂ ਸੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੋ ਤਾਂ ਕਿਸੇ ਕਰਕੇ ਸਾਡੇ ਸਾਫ਼ 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 گمراہ کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ بریل (بصری ہونی کھائی، بینہ انکھاس کے پڑھنے کی کھائی کی تی گہی اور شیب پڑھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا آراپ کو کسی مدد یا ضرورت 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 DETAILS

Name

Address

Post Code

Telephone

E-mail address