

# Making your voice heard

We are committed to providing a quality service to our residents. You have the right to be told about anything that affects your tenancy or your home. Having a nice place to live is not just about the quality of our home but also about the neighbourhood, the surroundings, and the services and facilities available locally.

## HOW TO BECOME INVOLVED IN THE MANAGEMENT OF YOUR HOME?

Would you like to get more involved in the management of your home? Or are you unhappy with a particular part of the service that Origin are providing to you? If so then it might be a good idea to get together with others who feel the same way and form a community or a residents group.

There is support and advice available from our Community Development Officer and housing management staff to help you to get involved in a way that interests you. Resident/Community groups are encouraged to draw up Local Action Plans, which set out the aims of the group, the issues they want to tackle and the best ways to get answers and solutions. For example one residents group who are concerned about the safety in their area, have drawn up an action plan which includes: better links with the police, a “Secure by Design Survey”, raising funds for CCTV and thinking of how to tackle better youth provision for their local area.

## HERE IS A LIST OF WAYS THAT YOU COULD BECOME INVOLVED

Residents Association – this is the most formal way you can get involved. You will be asked to:

- Form a committee
- Hold Annual General Meetings
- Have a recognition agreement
- Hold regular public meetings

There will be funding available and you will be entitled to training.

**Residents Group** – this is a less formal way of being involved. You will not need a recognition agreement. Funding will be available for start up costs. Training is available. You will need to nominate a main point of contact.

**Community Groups** – this type of involvement can include members who are not residents of Origin and can include other non-housing organisations. These groups must be recognised



and supported by us to obtain funding and training.

**Coffee Mornings** – these are informal meetings with housing staff held where we have communal lounges.

**Local Involvement Agreements** – in our sheltered housing schemes we will ask you how you want to make your voice heard and we will set out the details of how residents want to get involved in a Local Involvement Agreement.

**Estate Agreements / Community Pacts** – these are negotiated agreements between a group of residents and Origin on all areas of the service provided on their estate.

**Resident Board Member** – these are residents directly involved in the Association's governance through sitting on a Board. Either through application to become a member or through nomination from a local tenants forum.

**Tenant Management Organisation** – this allows you to have more of a direct role in managing the property you live in.

**Customer Panel** – these are residents who have volunteered to be registered as willing to take part in telephone surveys, answering questionnaires or attending group discussions. They receive an annual gift voucher in recognition of their involvement.

If you are interested in any of the above methods of getting more involved or you wish to learn more about taking greater control over how your home is managed then please contact your neighbourhood officer.