

Origin Housing Get Involved!

What is Resident Involvement?

Resident involvement is all about making sure the work that Origin does is shaped by our customers. We want our customers to be at the heart of the services we provide - involvement is key to making this happen.



Ray attended a focus group

Why should I get involved?

Being involved with Origin gives you the opportunity to:

- Ensure our services reflect what customers want
- Make a real difference for our customers
- Meet new people and make new friends
- Help with projects that benefit your community
- Learn valuable skills and boost your CV



These customers got involved in a community project

Pat Tapsell has been involved with Origin since October 2008 and is the current Chair of the Resident's Forum. Pat says:

"It has been an enjoyable and interesting experience to be able to represent all Origin tenants. What I most like is meeting other tenants and Origin officers, and also the experience of knowing more about the organisation as a whole"



Pat joined the Residents' Forum

Will I make a difference?

You certainly will! In recent times involved customers have helped improve:

- The Welcome Pack for new customers
- How we handle complaints
- Our Aids and Adaptations Service
- Our refreshed Neighbourhood Service
- The clarity and format of rent statements
- The content and format of our website and magazine



Brian took part in a survey

Can I get involved in a way that suits me?

Yes, definitely! We offer a range of involvement opportunities to reflect the different ways that people like to be involved and the amount of time that people can commit. Opportunities include:

- Completing a questionnaire or satisfaction survey
- The Residents' Forum
- Customer Panels for different services e.g. Repairs
- Becoming a Resident Inspector
- Mystery Shopping
- Estate Inspections
- Helping with our magazine
- Joining a Residents' Association
- Attending a Road Show
- Helping with a community development project



Christine joined the Residents' Forum

We will make it easier for you to get involved by paying all reasonable travel and care costs, providing translation services and those all important refreshments.

Interested?

We hope so! If you are interested in any of these opportunities, please call Elizabeth Ddamulira on 020 7209 9257 or email elizabeth.ddamulira@originhousing.org.uk



You can be a part too.
Get involved today!