

GET INVOLVED



Welcome

Dear Resident,

Thank you for taking the time to read our Guide to Resident Involvement in Housing. We hope this guide will provide you with information to encourage you to spare as little or as much time as you can to get involved.

Excellent housing services can only be achieved through the active and meaningful involvement of our residents. We want to give you as many opportunities to tell us what you think about the services you receive and to influence decisions that affect your home and your neighbourhood. Our Resident Involvement Strategy sets out how we will work with you to do this.

We have made this guide to help you to decide, based on your interests and the things that matter to you, how to get involved as a council housing resident.

Please contact the **Resident Involvement Team** to find out more:

By email: GetInvolved@lbhf.gov.uk

By web: www.lbhf.gov.uk/residentinvolvement

By phone: 020 8753 6652

So why not get involved today? Your views and opinions are important to us and your involvement can make a real difference to services and your community.

The Resident Involvement Team

If you need this document in large print or braille or if you require any other form of support, then please contact us.

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June 2017

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GET INVOLVED

What's in the wallet...

Section 1 - Why Get Involved?

The benefits to you, your community and the services you receive.

Section 2 - Ways to Get Involved

Your options as a council housing resident, from a quick survey to working with us face-to-face on important projects.

Your Community

- Estate Inspections
- Roadshows, Events and Action Days
- Tenant and Resident Associations (TRAs)

Your Services

- Surveys
- Repairs Working Group
- Borough Housing Forum
- Mystery Shopping
- Communications Group
- Leaseholder's Forum
- Reading Group
- Investment Group
- Sheltered Housing Forum
- Service Review Groups
- Inclusion Group
- Housing Representatives Forum
- Policy Group

For each activity there are an agreed terms of reference which explain the aims of the activity and how it will be delivered. There is also a Code of Conduct which all residents are asked to follow.

Section 3 - Getting Support

Giving you the knowledge, skills and tools to join us, which recognises your time and any costs you may have when you get involved.

Section 4 - More Information

How your involvement fits in to the wider structure of resident involvement and being introduced to the team that can support you to get involved.

Section 5 – Get Involved Form

Sign up today! We look forward to hearing from you!

For more information on any of our involvement opportunities, please contact the **Resident Involvement Team**:

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By web: **www.lbhf.gov.uk/
residentinvolvement**

By phone: **020 8753 6652**

In writing: **3rd Floor, Town Hall Extension,
King Street, W6 9JU**

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Why Get Involved?

Getting involved as a resident helps to improve your local community and the housing services you receive. You can get involved by:

- Becoming involved in a way and at a pace that suits you
- Receiving a regular bulletin exclusive to all members
- Becoming a forum, panel or group member empowered to make decisions and comment on important issues
- Being part of a group of people who want to make a difference to where they live through a tenants and residents association (TRA)
- Gaining knowledge and new skills and providing valuable feedback on services
- Playing a vital role in shaping the services that you receive
- Receiving feedback on whether your ideas and suggestions have shaped our services

Get involved to help us deliver good quality homes, excellent services and strong communities.

I don't know enough to get involved

For many of the ways to be involved, all you need is your opinion and experience of our services and to tell us what you think works or does not work. We regularly provide information and training sessions (some accredited) to give you the knowledge and skills to be effective in whatever activity you are doing.

I can't afford to get involved

While all involvement opportunities are voluntary, we will pay reasonable transport costs or arrange for transport to our meetings/events so you are not out of pocket. We also pay a broadband and telephone allowance to members of our improvement groups.

I can't go because I've got kids

If you have children, you can still be involved. We will pay for childcare costs or, if there is enough demand, we can look at providing crèche facilities at a meeting venue. We can also arrange for meetings to be held during school hours.

I can't come because I've got to look after a sick or elderly relative

We will pay your expenses for someone else to provide care while you are out. We can also arrange for meetings to be held during daytime hours, if this helps.

I don't think I'll understand what is going on

We present information in jargon free and plain language. We can also provide hearing loop systems and information in different formats, for example, large print.

For more information about financial support, please see our **Resident Involvement Expenses Policy**.

Sign up to a resident involvement activity today using the Get Involved form in this pack!

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A Quick Summary of Involvement Opportunities

Activity	Time	How often
Estate Inspections		Quarterly
Tenants & Residents Associations (TRA)		At least quarterly
Roadshows, events, Action Days		As and when needed
Survey		As and when needed
Mystery shopping		As and when needed
Reading Group		As and when needed
Service Review Groups		As and when needed
Repairs Working Group		Monthly
Communications Group		Monthly
Investment Group		Every other month
Inclusion Group		Monthly
Estate Services Working Group		Monthly
Borough Housing Forum		Quarterly
Leasehold Forum		Quarterly
Sheltered Housing Forum		Every other month
Housing Representatives Forum		7 meetings per year

 Each clock equals approximately 1 hour of time. This includes any reading time before meetings.

Want to get involved?

If you would like to get involved, please complete the form in this pack and return it to us in the pre-paid envelope. You are free to change your involvement preferences at any time and there is no commitment to participate in your chosen activity when invited to do so.

For more information on any of our involvement opportunities, please contact the **Resident Involvement Team**:

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GET INVOLVED

Your community

Estate Inspections

We want you to have a feeling of pride about your area, and having a tidy and well maintained neighbourhood is the first step towards this.



REPRESENTING YOUR AREA AND HOLDING THE HOUSING TEAM TO ACCOUNT

**By Tom Flynn
Estate Inspection
Representative**

As a leaseholder I like to make sure that the Housing Department is held to account for the services they charge residents for.

By taking part in your local estate inspection you can meet with officers from the council and their partner organisations and make sure that they know what is important to you in your area.

I was one of a team of residents who worked with the housing team to review and amend the process for carrying out estate inspections and the way that the results are recorded. I think it is really important that if residents give up their time to attend estate inspections they should then be provided with feedback and updates

in a timely and professional manner.

I would encourage more residents to get involved in making sure that the Housing Department is working to maintain and improve your area at all times.



Key Facts Explained

	Quarterly
	In your community
	Turn up as and when you have the time
	Up to 2 hours per quarter

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Estate Inspections help us to look for things that will improve the area for residents, such as fences, graffiti, overgrown gardens and illegal parking.

Each area has four inspections per year and they are carried out by residents, housing staff and other service providers

We encourage residents to go on estate inspections to point out areas of concern and provide their views on ideas for environmental improvements. By getting involved with inspections in your area you can identify issues that matter to you and other local residents.

What will I do on an Estate Inspection?

- Meet key staff from the Housing Team, Caretaking Team, Repairs, and Grounds Maintenance
- Walk around the internal and external areas of your neighbourhood
- Note any areas of concern

Officers will record all actions on a form that has been designed and agreed by residents. You will then receive a copy of this form with seven days of the estate inspection that includes all items that were noted, who is responsible for addressing these and by what date.

What will be the result of my involvement?

- A cleaner neighbourhood
- Improved grounds maintenance
- Communal repairs resolved
- Planned maintenance areas noted
- Community improvements projects found



For more information on your next estate inspection please contact the **Resident Involvement Team:**

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By phone: **0208 753 6652**

GET INVOLVED

Your community

Tenants and Residents Associations (TRAs)

To have a feeling of pride in your local community, you need to invest in it. Having a strong and organised resident voice is very important.



THE BENEFITS AND CHALLENGES OF RUNNING A TRA

By Chris Took
Chair of Charecroft TRA

Charecroft Estate contains 430 properties in four 20 storey tower blocks overlooking Shepherds Bush Green. We also have a small community hall. The biggest problem any TRA faces is how to get residents to engage.

Recently, we have stepped up our communications. We haven't had very encouraging results with digital media, so we have gone back to doing a full leaflet drop ahead of our open meetings. We are planning to knock on doors as well, to show that the TRA is about real people.

It helps to have controversial issues (such as lift breakdowns!) to boost attendance at meetings, but active TRAs can also publicise improvements in infrastructure and services. In recent years we have been awarded funds to improve the amenity decks, install a gate



to control a notorious shortcut and open cycle sheds. It is well worth applying for funding improvements.

We have recently been making use of the training offered to TRAs by the Housing Department. This helps develop personal skills, leads to networking with other TRAs and encourages fuller participation from committee members.

Being involved with a TRA is always challenging, but it is also rewarding and a great way to make a difference to your estate and neighbourhood.

Key Facts



Frequency of meetings and events is down to individual TRAs, but at least quarterly committee meetings are generally the norm



In your community



TRAs are made up of an elected committee member and the local community.



Time commitments vary based on your position on the TRA and the aims and activities that the TRA is involved in

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Set up a new Tenants and Residents Association (TRA), or join an existing TRA where you live. TRAs work hard to represent their local area and work on ways to develop their local communities.

By joining, or setting up a TRA you can:

- Invite members of the LBHF senior management team to site visits and meetings
- Meet with your local ward councillor
- Access a variety of funding opportunities to improve your local area
- Develop a stronger sense of community and get to know your neighbours better
- Have access to community facilities to hold meetings and events
- Attend training and mentoring events with other TRAs
- Hold local events in your area

An annual grant is available to registered TRAs to cover annual running costs and the purchase or equipment.

What will I do as a member of a TRA?

- Meet key staff from the Housing Team, Caretaking Team, Repairs, and Grounds Maintenance
- Seek to represent resident's views on key issues in your community
- Maybe undertake a role on the elected committee as the Chair, Vice Chair, Treasurer, or Secretary
- Maybe help to run a community facility in your neighbourhood

What will be the result of my involvement?

- A stronger voice for your community
- A chance to get to know and work with your neighbours
- Access to communal facilities (a number of our TRAs run halls and rooms)
- Have a say in the things that matter in your neighbourhood
- Identify community improvements projects



For more information on joining or forming a TRA, please contact your Community Engagement Officer and see our **TRA handbook**:

Your Community Engagement Officer can be contacted:

By email: **GetInvolved@lbhf.gov.uk**

By web: **www.lbhf.gov.uk/residentinvolvement**

By phone: **020 8753 6652**

In writing: **3rd Floor, Town Hall Extension, King Street, W6 9JU**

GET INVOLVED

Your
community

Roadshows, Events and Action Days

To have a feeling of pride in your local community, you need to invest in it. Either attending or arranging an event or action day can be a great way to meet new people and make a difference in your area.



Key Facts Explained

	As and when needed
	In your community, or at a venue close by
	Turn up and get involved
	Your choice in terms of how long you get involved for

To find out about events happening in your area, or to get in touch for help with planning an event, please contact the Resident Involvement Team.

What will I do at a roadshow, event, or action day?

- Meet key staff from the Housing Team, Caretaking Team, Repairs, and Grounds Maintenance
- Let them know your views on key issues in your neighbourhood
- Meet other key service providers who can offer additional support in your area
- Maybe work on a specific community improvement projects such as gardening schemes, or ball court painting

What will be the result of my involvement?

- Get to know your neighbours
- Be aware of the services that are available in your area
- Promote new activities in your area
- Have a say in the things that matter in your area

For more general information about events and activities in your area, please contact the **Resident Involvement Team**:

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GET INVOLVED

Your Services

Repairs Working Group

Help us to monitor and continually improve every day and emergency repairs and planned maintenance. The Repairs Working Group works closely with the repairs contractor, Mitie, and has a focus on performance, the delivery of high quality services and excellent standards.



REPRESENTING RESIDENTS' PRIORITY AREAS

By Ros O'Connell
Chair of Repairs Working Group

When I talk to other residents, time and time again I hear that repairs and planned maintenance are their number one priorities, or the first thing that comes to mind when they think of housing.

I have been the Chair of the Repairs Working Group for over three years. The Repairs Working Group was the first resident-led group that was formed to address shortcomings in repairs performance and delivery. It has been a very important group for officers to understand what our priorities as residents are, and also for residents to be able to work closely with officers to discuss issues and solve problems.

The Repairs Working Group has been involved in so many different projects and we have achieved a lot. We have



worked with Mitie and the Housing Team to address estate lighting, the boiler replacement programme, and the responsiveness of the repairs call centre, to name a few of the areas that we have been involved in. We have also worked to develop a more inclusive approach to how both tenants and leaseholders are informed of planned and capital works in their area.

There is still a lot more work to do and it has taken some time for the group to get the recognition and support it deserved, but the Repairs Working Group is made up of some very committed residents who don't take no for an answer!

Key Facts Explained

	Monthly meeting
	Meetings are usually held at the Hammersmith Town Hall
	Membership of a group
	Commitment of at least 12 months
	At least 3 hours per month

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The aims of the Repairs Working Group are to:

- Operate on behalf of tenants and leaseholders to make sure that we provide a responsive repairs service and planned and capital works programmes that meet residents' needs
- Monitor and review performance targets and resident satisfaction for repairs and major works.
- Examine the evidence of good and bad practice, and make recommendations for service improvements
- Review and monitor the effectiveness of the consultation processes across repairs and major works

What will I do as part of the Repairs Working Group?

- Review responsive repairs, capital works, and planned maintenance performance
- Work with the appointed repairs and maintenance contractor and officers in Property Services to improve performance
- Review resident satisfaction with the repairs service
- Help us to check if we are meeting our service standards
- Help us to check that we are offering value for money
- Work with us to develop ideas for service improvements

What will be the result of my involvement?

- Your views and feedback will drive service improvement through constructively challenging our performance
- The opportunity to work on sub groups to develop specific repairs areas such as boiler replacements, or communal repairs
- Your proposed improvements will develop a better repairs service that listens to resident feedback and gets repairs right first time as often as possible
- An opportunity to improve your knowledge of housing services and build your confidence



For more information on joining the Repairs Working Group, please contact the **Resident Involvement Team**:

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GET INVOLVED

Your Services

Communications Group

The Communications Group helps to ensure that council communications are timely, fit for purpose, clear, and consistent.



COMMUNICATIONS THAT MEET RESIDENTS' NEEDS

**By Anthony Wood,
Chair of the
Communications Group**

Good communications have always been important in my working life. When I started working with fellow residents six years ago to improve services I vigorously campaigned to establish a communications group as it was clear to me that a lack of clear information lay behind many of the shortcomings which residents were experiencing in the housing service.

After promoting the idea of a communications group at the Borough Housing Forum and the Tenants' Conference in 2015, a group of residents came together to start this mission. The aim of the Communications Group is to review the ways the council and its contractors communicate with residents, make recommendations for improvements and make sure they are put into practice.

Having delivered our first report on the council's property services and Mitie repairs communications, we will be focusing this year on how the anti-social behaviour team and the complaints team communicate with residents on issues they have raised.

There is still a lot of work to do!

In the future, we will carry out a review of neighbourhood services and how housing officers communicate with residents. Currently we are helping to update the council's website and developing a residents' online newsletter.

We need more residents to join the group and help us with this important work. If you are interested in joining us to help improve the services we receive, please contact the Resident Involvement Team.

Key Facts Explained

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	Membership of a group
	Commitment of at least 12 months
	At least 3 hours per month



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The main aims of the Communications Group are to:

- Make sure that there is effective communication between the Housing Department, other council departments, its residents, and the contractors it works with
- Review, agree and monitor communication methods and performance for the Housing Department
- Develop and agree communications to an agreed set of criteria
- Provide accountability, transparency and value for money in terms of reviewing and agreeing communications

What will I do as part of the Communications Group?

- Set recommendations for how the Housing Department and its contractors communicate with our residents
- Provide feedback on the presentation of our leaflets, newsletters, and digital content
- Review resident satisfaction in terms of communications
- Help us to check if we are meeting our service standards
- Contribute to the development of the Communications Strategy
- Work with us to develop ideas for service improvements

What will be the result of my involvement?

- Your views and feedback will drive service improvement in terms of how we communicate with residents by constructively challenging our performance
- An opportunity to improve your knowledge of housing services and build your confidence
- The opportunity to work on sub groups to develop specific communications areas such as newsletters, or standard letters that are sent to council housing residents
- Your proposed improvements will ensure that we are communicating with residents in the most effective and appropriate ways



For more information on joining the Communications Group, please contact the **Resident Involvement Team**:

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Your Services

Reading Group

We regularly review what residents are telling us and make changes as a result of this. Becoming a 'reader' and reviewing our draft documents will help to make sure that they are fit for purpose, written in plain English, make sense, and can be understood by residents from a variety of backgrounds. Reading Group documents are circulated via email, online or in the post, meaning that the group do not have regular formal meetings. One of the easiest ways for you to have your say!



MAKING INFORMATION CLEAR FOR EVERYONE FROM THE COMFORT OF YOUR OWN HOME,

**By Sue Iwai
Reading Group Member**

I'm Vice Chair of White City Residents' Association and a full time Carer who writes poems, blogs and children's stories as a hobby. I volunteered to be part of the Reading Group because I can easily scan documents for punctuation, errors, and recommend editing sentences or phrases which might cause confusion. Excess language and 'preaching' can also put off a reader before the main point of the message has been delivered.

All of this I do from home on a computer or a tablet at times that suits my busy schedule. It's a great cure for insomnia and I get a great deal of satisfaction from 'cleaning' up a document. I know I have

helped clarify information for others, making it user-friendly and more inviting. When you realise you're being listened to it's a great motivator to do more! We still need you to join us. You can't say you weren't asked!



Key Facts Explained

	As and when needed, a few times a month when you are free
	From the comfort of your own home via either email or postal return
	Read a policy, leaflet, or letter and tell us your views, if it makes sense, and what you think of the content
	Up to 30 minutes per read

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What will I do as a reader?

- Help us to check if the message is clear in our documents
- Tell us if the content is too much or too little
- Let us know if the graphics and images work in the document
- Help us to get the style and tone of the document right

What will be the result of my involvement?

- Your views and feedback will help us to know if we are delivering clear and useful information
- You will be helping to make communications better for all council housing residents
- We will provide you with a summary of the feedback that we receive for each Reading Group task that you undertake, so you can understand how your feedback has been listened to



For more information on joining the Reading Group, please contact the **Resident Involvement Team:**

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Your Services

Investment Group

Residents and Housing Officers work in partnership to assess and evaluate resident-led bids for improvements and allocate funding to projects.

It's not about choosing your investment preference — it's about questioning, challenging, listening to the requests, and deciding what is right for the Council to do and what most benefits communities as a whole.



FUNDING FOR PROJECTS THAT ARE IMPORTANT TO RESIDENTS

By Kim Shearer
Vice Chair, Investment Group

The Investment Group is really important because it is about residents prioritising and agreeing by consensus on how funding is spent on their neighbourhoods. It is also about residents suggesting and agreeing what areas funding is spent on to improve different areas of their communities.

I am currently the Vice Chair of the Investment Group and have been involved in helping to allocate community funding for over 5 years.

The Investment Group was set up in June 2015 and brought together Housing Improvement Projects and Groundwork projects. It is fantastic that residents are working together with officers from the housing team to deliver positive benefits

to council housing communities.

I originally got involved because I wanted to make sure that council housing residents were fully benefitting from the funding opportunities that are available to them. I also come from a background of working with charities, so was keen to work with another charitable organisation such as Groundwork.

In the future, I would really like to see the Investment Group working on the sustainability of the projects that they agree, as well as to work with officers from the housing team to look at new external funding opportunities.



Key Facts Explained

	Every other month
	Meetings are usually held at the Hammersmith Town Hall
	Membership of a group
	Commitment of at least 12 months
	At least 3 hours every other month

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The aims of the Investment Group are to:

- Review and agree funding applications for improvements outside the scope of the responsive repairs process or planned maintenance schemes
- Consider funding applications against an agreed set of criteria
- Provide accountability, transparency and value for money in terms of reviewing and agreeing funding application
- Ensure that funding is awarded where it is most needed
- Undertake site visits to check on the quality and sustainability of projects

What will I do as part of the Investment Group?

- Review and agree funding applications from residents groups and housing officers for neighbourhood improvements outside the scope of responsive repairs or planned maintenance schemes
- Provide accountability, transparency and value for money in terms of reviewing and agreeing funding applications
- Visit projects and review resident satisfaction and quality of workmanship
- Work with us to develop ideas for community development

What will be the result of my involvement?

- You will ensure that funding is awarded where it is most needed
- You will be involved in reviewing the sustainability of projects
- You will consider match funding opportunities
- An opportunity to improve your knowledge of housing services and build your confidence

For more information on joining the Investment Group, please contact the **Resident Involvement Team:**

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Your
Services

Inclusion Group

Help us to develop ways for residents to access services and participate effectively in decision making, particularly within communities currently under-represented in the delivery of housing services.



WHY I JOINED THE INCLUSION GROUP

By Adriaan Van Zyl
Acting Chair

The Inclusion Group is all about action! We work to create activities that will bring together the different communities together – to get things done together and to address loneliness and isolation, improve access to services, and work with council housing residents providing support, advice and addressing social exclusion.

This is a borough of opportunity for all, and by working together residents and officers can achieve great things. Sometimes, it just takes starting a community project that involves residents in a fun and interactive way. The Inclusion Group has developed an innovative and engaging puzzle project to bring old and young together to work towards achieving a Guinness Book World record of assembling 40,320 pieces to form 10 panels images from Walt Disney cartoon classics. We have a number of different community groups working to complete different sections of the puzzle and we will bring these together to form the completed image – the biggest

puzzle in the world.

We know that there remain big differences in wealth and opportunity with pockets of deprivation which impact on quality of life and life chances for our residents. I joined the Inclusion Group to start looking at these issues and what we can do about them, by working in partnership with local businesses and third sector organisations. There are a lot of skills in the borough that we as a group are keen to access for the benefit of all council housing residents. A recent example of this is the installation of a Broadband Wi-Fi system in a Sheltered Housing Estate where volunteers have been supporting residents through the delivery of IT training and being able to access website sessions – with all the benefits to be enjoyed by the residents.

Our progress towards an excellent housing service can only be achieved, if we can ensure everyone has equal access to information and services, and we can nurture stronger communities that support our residents to achieve their potential.

Key Facts Explained

	Monthly meeting
	Meetings are usually held at the Hammersmith Town Hall
	Membership of a group
	Commitment of at least 12 months
	Up to 3 hours per month

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The aims of the Inclusion Group are to:

- Work with the council, its contractors, third sector organisations, and council housing residents to develop social, digital, and financial inclusion initiatives
- Review and agree methods of inclusion that are delivered through agreed projects.
- Monitor the success of inclusion activities and projects against an agreed set of criteria/desired outcomes
- Examine information and evidence in order to make recommendations for inclusion initiatives.
- Provide accountability, transparency and value for money in terms of reviewing and agreeing inclusion initiatives

What will I do as part of the Inclusion Group?

- Work with the council, its contractors, third sector organisations, and council housing residents to develop initiatives that involve our communities, promote involvement, and deliver benefits to our residents
- Monitor the success of inclusion activities and projects against an agreed set of criteria/desired outcomes
- Provide accountability, transparency and value for money in terms of reviewing and agreeing inclusion activities

What will be the result of my involvement?

- New initiatives and increased benefits for local communities
- Stronger working relationships with agencies in the borough who can support council housing residents
- Better use of our communities facilities
- Residents having improved access to information and support



For more information on joining the Inclusion Group, please contact the **Resident Involvement Team:**

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Your Services

Service Review Groups

We always want to hear your views and ideas, so that we can improve our services. From time to time, when these are focused on a certain part of our service, we will set up a task and finish service review group. One recent example is the Caretaking Service Review Group that is considering the current caretaking service and what residents would like to see from it in the future.



Key Facts Explained

	2-4 hours per month
	Meetings are usually held at the Hammersmith Town Hall
	Short term commitment to a task and finish group which may last anything between 2-4 months

What will I do as part of a service review group?

- Review our performance in the specific area that the review group is considering
- Tell us what is and isn't working in your neighbourhood in terms of the specific review area
- Help us understand how residents feel about and experience a speaker review area
- Work with us to develop ideas for service improvements

What will be the result of my involvement?

- Your views and feedback will help us to know if we are delivering services in the right way
- You will be helping to make services better for all council housing residents
- Your proposed improvements could develop a better service, or save money for residents, or better still, BOTH!
- We will provide you with a summary of the feedback that we receive for each service area that you help us to review, so you can understand how your feedback has been listened to

For more information on joining the next service review group, please contact the **Resident Involvement Team:**

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By web: **www.lbhf.gov.uk/
residentinvolvement**

By phone: **020 8753 6652**

In writing: **3rd Floor, Town Hall Extension,
King Street, W6 9JU**

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June 2017

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GET INVOLVED

Your Services

Mystery Shopping

Becoming a mystery shopper gives you the opportunity to test and give your feedback on a wide range of our services such as: Repairs, Reception, and Income Management. Mystery shopping is a great way of being involved without having to commit a great deal of your time, and often without you having to leave the comfort of your home!



Key Facts Explained

	As and when needed per task or activity you agree to complete
	From the comfort of your own home, or at one of our reception areas
	We have a limited number of places per task. Join now to make sure that your views are heard
	Up to 1 hour depending on the task

What will be the result of my involvement?

- Your views and feedback will help us to know if we are delivering services in the right way
- You will be helping to make services better for all council housing residents
- You will be given an incentive to get involved in the form of gift vouchers to spend in popular high street shops
- We will provide you with a summary of the feedback that we receive for each project that you undertake, so you can understand how your feedback has been listened to

What will I do as a mystery shopper?

- Help us to see how we are performing
- Undertake short tasks such as phoning the customer call centre, or visiting a reception area
- Complete a feedback form based on your experience while carrying out the mystery shop
- Attend training sessions on how to mystery shop a service

For more information on joining the mystery shopping panel, please contact the **Resident Involvement Team**:

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GET INVOLVED

Your Services

Surveys

Surveys are carried out from time to time to understand residents' opinions and to ask for ideas about how our services can be improved.



They are carried out in different ways such as:

- By telephone
- By email
- By text
- By post
- On the website

It would be great if you can spare a short amount of time to complete occasional surveys - without your help we cannot be sure that our services are meeting your needs.

What will I have to do when completing a survey?

- Tick a box, or give us a few comments on certain things
- The information that you give us about yourself is confidential and is only used for the purpose of the survey

What will be the result of my involvement?

- Your views and feedback will help us to know if we are delivering services in the right way
- You will be helping to make services better for all council housing residents
- We will provide you with a summary of the feedback that we receive for each survey that you complete, so you can understand how your views have been listened to

Key Facts Explained

	As and when needed
	From the comfort of your own home
	Fill in the survey and return online, by email or by post Speak to us on the phone and answer wwa few questions
	Up to 20 minutes per survey

For more information on joining our survey panel, please contact the **Resident Involvement Team**:

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GET INVOLVED

Your Services

Borough Housing Forum

Join us at an open forum for the council to consult widely on housing policy and service delivery. Residents do not have to make an on-going commitment to attend the meeting.



SHARING IDEAS AND SOLVING PROBLEMS TOGETHER

By Shirley Cupit
Chair of Queen Caroline
TRA



The Borough Housing Forum is a fantastic opportunity to meet with other residents and council officers. We use it to look at how our housing services are delivered and contribute our ideas for the future. The great thing about the Borough Housing Forum is that it is open to all council housing residents, so the widest possible range of views and feedback can be heard at the quarterly meetings.

As we are the people who live in the estates and street properties we have valuable contributions to make about what works well and what needs improving. Often, one resident's concern or issue will be one that is shared by residents in other parts of the borough but this only becomes clear when residents from different areas come together.

Residents have worked hard with the housing team to develop a set of guidelines for the Forum to make sure that

residents work well together to represent the collective interests of all council housing residents. And although the Borough Forum isn't the place to raise individual tenancy/leaseholder issues there is always a surgery session before the main meeting where residents can discuss individual repairs, housing management and caretaking items in 1-1 meetings with officers.

I have attended the Borough Housing Forum meetings for several years and what I have really noticed recently is that there has been a positive change in how officers and residents work together to solve problems. Accountability is important, but so is taking joint ownership of how decisions are taken. We need more residents to come and represent their communities, to make sure that the decisions being made continue to be the right ones.

Key Facts Explained

	Quarterly
	Meetings are held at Hammersmith Town Hall
	Attend as and when you can. Open to all council housing residents
	2 hours per quarter and you can discuss issues that directly impact on you with any of the officers by attending the drop in session. This takes place half an hour before the main meeting

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The aims of the Borough Housing Forum are to:

- Help us to understand priority areas when developing and agreeing policies that have an impact on service delivery and improvement, on wider housing-related issues in the borough, and in response to government policies and consultations
- Review quarterly housing performance
- Consider the Housing Revenue Account (HRA) budget
- Work with us to develop our service improvement programme
- Consider social inclusion and partnership working opportunities

What will I do as part of the Borough Forum?

- Work with the council to consider key areas impacting on service delivery and improvement, budget setting, planned and capital works and the Housing Strategy
- Be involved in consultation on wider housing-related issues in the borough
- Review quarterly housing performance
- Be informed of Council responses to government policies and consultations
- Be updated on the Housing Department's engagement plan

What will be the result of my involvement?

- Have a say on key matters of housing strategy and policy
- Have an input into service improvement and performance areas that need to be addressed
- Help us to understand priority areas when developing and agreeing policies
- An opportunity to improve your knowledge of housing services and build your confidence



For more information on joining the Borough Housing Forum, please contact the **Resident Involvement Team**:

By email: **GetInvolved@lbhf.gov.uk**

By web: **www.lbhf.gov.uk/residentinvolvement**

By phone: **020 8753 6652**

In writing: **3rd Floor, Town Hall Extension, King Street, W6 9JU**

GET INVOLVED

Your Services

Leasehold Forum

The Leasehold Forum acts as a consultative body between the Housing Department and its leaseholders. The main aim of Leasehold Forums is to work to achieve transparency for leaseholders on costs and charges and to deliver accountability to leaseholders for performance, standards and quality control.



ADDRESSING THE AREAS THAT MATTER TO LEASEHOLDERS

**By Andy Robson
Hammersmith & Fulham
Leaseholder**

"The Leasehold Forum is a fantastic opportunity for Leaseholders from the borough to come together to speak and be heard about their key issues. Previously, the eagerness of leaseholders to get involved has tended to be ignored but the Leasehold Forum has allowed leaseholders the opportunity to come together to share their experiences and knowledge, and last year's Forum saw us turn out in great numbers to show how important our involvement is.

At the Leaseholders Conference held in March 2015 the event was full of dedicated Council and Housing Services staff that provided information and

desk top surgeries, the main conference hall was chaired by a panel of representatives from all departments and contractors, and the conversation and debate was both inspiring and educational.

Issues such as the proposed stock transfer, repair costs and parking were all discussed clearly, with all leaseholders having the opportunity to speak directly to the panel. Overall it was a really positive and friendly day that everyone who attended found useful."



Key Facts Explained

	Held twice a year in February and October
	Meetings are held in the north and south of the borough
	Attend as and when you can. Open membership to all council housing leaseholders and freeholders paying service charges
	Each forum meeting lasts up to 2 hours and you can discuss issues that directly impact on you with any of the officers by attending the drop in session. This takes place an hour before the main meeting

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The Forums consider all aspects of the Landlord's leasehold functions and services in the borough and make recommendations to the Landlord and to the Council's Cabinet Member for Housing.

What will I do as part of the Leasehold Forum?

- Work with the council to consider key areas impacting on leasehold service delivery and improvement
- Be involved in consultation on leasehold related areas of service delivery
- Review performance
- Be updated on the Leasehold Charter

What will be the result of my involvement?

- Have a say on key matters of leasehold management
- Have an input into leasehold service improvement, financial transparency, and performance areas that need to be addressed
- Help us to understand priority areas when developing and agreeing leasehold policies
- An opportunity to improve your knowledge of services provided to leaseholders and build your confidence



For more information on the next Leasehold Forum, please contact the **Leasehold Services Team:**

By email: **service.charges@lbhf.gov.uk**

By web: **www.lbhf.gov.uk/residentinvolvement**

By phone: **0800 840 4501** from landlines

020 8753 4500 from mobiles

GET INVOLVED

Your Services

Sheltered Housing Forum

The Sheltered Forum acts as a consultative body between the Housing Department and its sheltered housing tenants. The principle aim of the Sheltered Housing Forum is to preserve and promote the wellbeing of sheltered housing tenants.



THE PURPOSE OF THE SHELTERED HOUSING FORUM

By Marilyn Mackie
Chair of Sheltered Housing Forum

The Sheltered Housing Forum is an opportunity every two months for the elected tenant representatives of the 22 council run sheltered housing schemes to meet up and discuss the issues which are important to them & their

fellow residents. This includes repairs, caretaking, cleaning & staffing and to help shape future policy in areas such as housing, security, and parking etc.

My role as Chair is to facilitate each meeting and ensure representatives' views are reflected in choice of agenda items and the debates themselves.

Key Facts Explained

	Every other month
	Meetings are held in one of the sheltered housing schemes
	Membership to the forum is by election at each sheltered housing scheme. Tenant Representatives are elected on an annual basis
	Commitment of at least 12 months
	Up to 3 hours every other month and you can discuss issues that directly impact on you with any of the officers by attending the drop in session. This takes place half an hour before the main meeting

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The Forum considers all aspects of the Landlord's sheltered housing functions and services in the borough and makes recommendations to the Landlord and to the Council's Cabinet Member for Housing.

The aims of the Sheltered Housing Forum are to:

- Consider and comment on housing proposals and programmes related to sheltered housing
- Consult with sheltered housing tenants on all matters affecting the management of the sheltered schemes within the borough
- Consult whenever necessary with other local organisations
- Promote the participation of sheltered housing tenants to elect a representative(s) accountable to the tenants and authorised to speak on their behalf

What will I do as part of the Sheltered Forum?

- Consider all aspects of the Landlord's sheltered housing functions and services in the borough and make recommendations for improvement
- Work with the council as part of a consultative body
- Be involved in consultation on sheltered housing related areas of work
- Review sheltered housing performance



What will be the result of my involvement?

- Have a say on key matters of sheltered housing management
- Have an input into sheltered housing service improvement and performance areas that need to be addressed
- Help us to understand priority areas when developing and agreeing sheltered housing policies
- An opportunity to improve your knowledge of sheltered housing services and build your confidence

For more information on the next Sheltered Housing Forum meeting, please contact the **Resident Involvement Team**:

By email: **GetInvolved@lbhf.gov.uk**

By web: **www.lbhf.gov.uk/residentinvolvement**

By phone: **020 8753 6652**

In writing: **3rd Floor, Town Hall Extension, King Street, W6 9JU**

GET INVOLVED

Your
Community
Your
Services

Housing Representatives Forum

If you are a member of a Tenants and Residents Association (TRA), sheltered housing representative, or are a representative from one of our other of our involvement groups you can join the Housing Representatives Forum.



WORKING FOR ALL COUNCIL HOUSING RESIDENTS

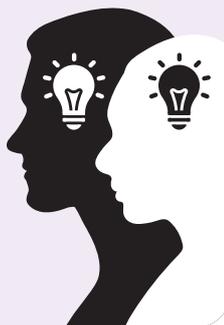
**By Marilyn Mackie
Chair of Housing
Representatives Forum**

The best way to make things happen is for residents and officers to work in partnership together to achieve common goals. I have been involved in housing activities for many years and am passionate about delivering better services for all council housing residents. I am also a very active member of health and older person's forums.

I am the Chair of the Housing Representatives Forum and forum members work hard to make sure that key issues that affect residents are addressed. The great thing with the resident-led forum is that we look for solutions to problems. Residents set the agenda, agree the key actions, and work closely with officers. Sometimes it is the

decisions on the small things that can make a big difference to residents' lives. A recent example of this is the ongoing parking project across the borough. The forum has been consulted on the parking enforcement project from day one. They have had an input into the priority estates and have been monitoring progress.

The Housing Representatives Forum hosts representatives from all parts of the borough. If you have a TRA, or are representatives of a sheltered housing scheme, I would strongly encourage you to get involved and keep adding to our valuable work.



Key Facts Explained

	7 meetings per year
	Meetings are usually held at the Hammersmith Town Hall
	Membership to the forum is by election through each Tenants and Residents Association (TRA), at each sheltered housing scheme, or by being a representative from a gap site or street property. Representatives are elected on an annual basis
	Commitment of at least 12 months
	Up to 3 hours for each month that the meetings take place in

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The purpose of the forum is to co-ordinate the work of TRAs, sheltered housing representatives, and the involvement groups. The Housing Representatives Forum makes sure that residents' views are reflected in all aspects of housing services and makes recommendations on all areas relating to the delivery of housing services. The forum is a key part of the resident-led decision-making process.

The aims of the Housing Representatives Forum are to:

- Identify priorities for service provision
- Be a sounding board for new projects and pilot activities
- Make sure that residents' views are reflected in the design and provision of services
- Make better decisions by responding to resident priorities
- Review and comment on the work of the improvement groups
- Improve communities and neighbourhoods
- Monitor and review the progress of the resident involvement strategy



What will I do as part of the Housing Representatives Forum?

- Be a part of a representative body for residents
- Make recommendations on all matters relating to the delivery of housing services
- Act in an advisory capacity to officers and as a sounding board for the development of future projects and policies
- Help to co-ordinate and develop the work of the other resident involvement groups
- Make sure that residents' views are reflected in all aspects of housing services across the Housing Department
- Review housing performance
- Review the Resident involvement strategy delivery plan

What will be the result of my involvement?

- Identify priorities for service provision
- Better decisions being made because we are responding to resident priorities
- Continually improving tenant/leaseholder and landlord relationship
- Improved communities and neighbourhoods

For more information on the next Housing Representatives Forum meeting, please contact the **Resident Involvement Team**:

By email: **GetInvolved@lbhf.gov.uk**

By web: **www.lbhf.gov.uk/residentinvolvement**

By phone: **020 8753 6652**

In writing: **3rd Floor, Town Hall Extension, King Street, W6 9JU**

GET INVOLVED

Your Services

Estate Services Working Group

Help us to work in partnership with our contractors to improve and develop the standards of cleaning, caretaking and grounds management.



DELIVERING HIGH QUALITY ESTATE SERVICES FOR RESIDENTS

Why set up this new group?

The Estate Services Working Group will play a major part in improving the caretaking, cleaning and grounds maintenance services that residents see on a daily basis in their communities.

The group has been set up to continue the great work of the task and finish Caretaking Services Review Group. Two of the aims of this group were:

- To review the existing caretaking service specification and identify gaps in service or potential service improvements for residents.

- To consider whether residents would like to be more involved in the monitoring of standards and reporting issues, and how this could be achieved.

The excellent work carried out by the group also showed that there is a need for:

- More joined up working by all the different contractors and teams delivering services on our estates.
- A service improvement group to look at all estate services which will form a part of the permanent involvement structure

Key Facts Explained

	12 meetings per year
	Meetings are usually held at the Hammersmith Town Hall
	Membership of a group
	Commitment of at least 12 months
	At least 3 hours every other month

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The aims of the group are to:

- Monitor the performance of caretaking, cleaning and grounds maintenance.
- Provide recommendations for improvements
- Promote better joint working and communications between service providers
- Develop and improve the Estate Inspection process
- Provide an opportunity for tenants and leaseholders to challenge and question Council officers and contractors to make sure estate services are of the highest standard.

What will I do as part of the Estate Services Working Group?

- Work with council officers and the appointed estate services contractors to improve services
- Provide accountability, transparency, and value for money in terms of monitoring and reviewing the performance of services
- Visit estates and review standards and resident satisfaction
- Work with us to develop ideas for improving estate services



What will be the result of my involvement?

- Your views and feedback will drive service improvement by constructively challenging performance
- You will be working to achieve better services for all council housing residents
- An opportunity to improve your knowledge of housing services and build your confidence



For more information on joining the Investment Group, please contact the **Resident Involvement Team:**

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By web: **www.lbhf.gov.uk/residentinvolvement**

By phone: **020 8753 6652**

In writing: **3rd Floor, Town Hall Extension, King Street, W6 9JU**

GET INVOLVED

Meet the Resident Involvement Team

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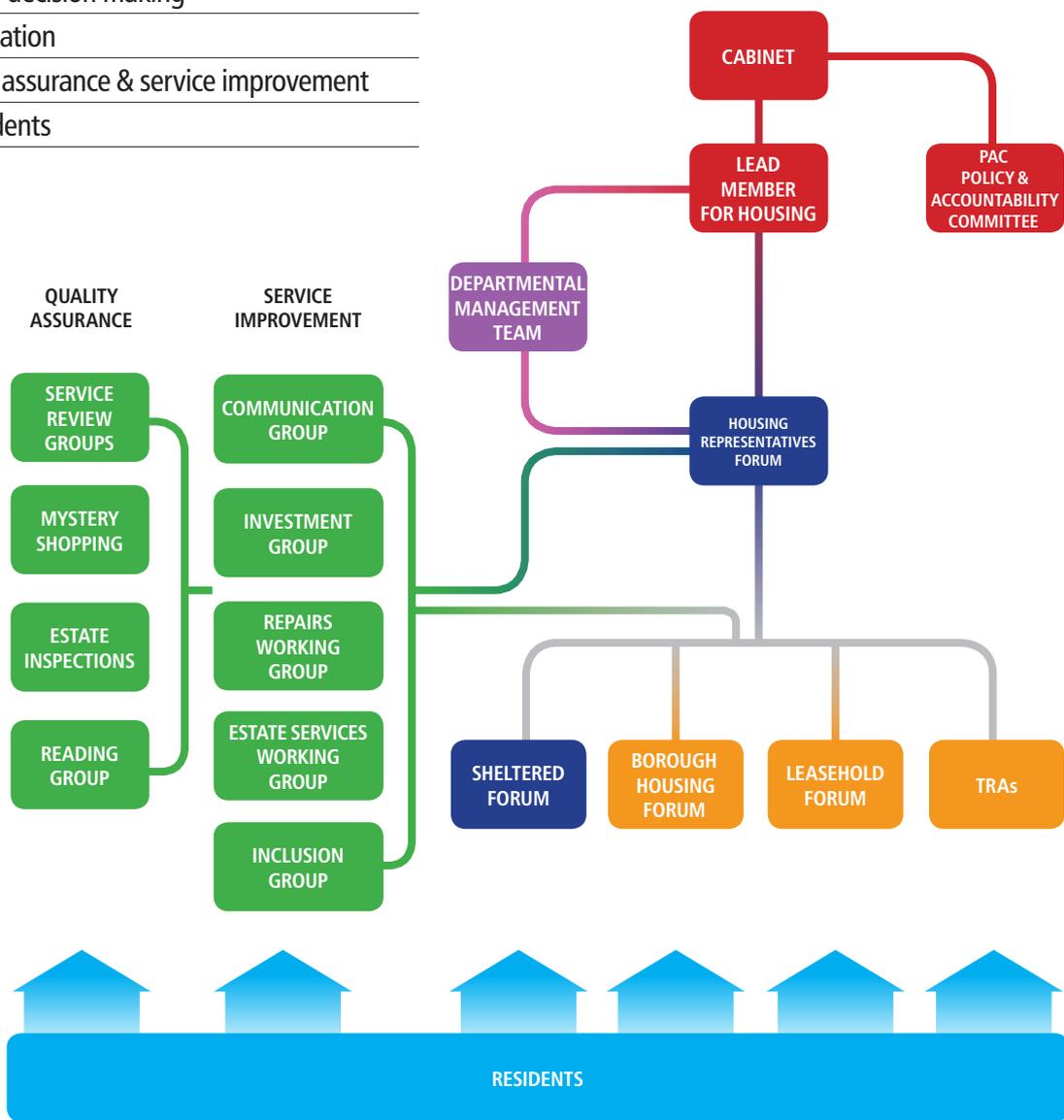
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GET INVOLVED

Your Involvement & Engagement Structure

Key

- Decision making
- Recommendation setting
- Internal decision making
- Consultation
- Quality assurance & service improvement
- All residents



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