

# GET INVOLVED

Your services

## Residents' Voice

### The aims of the Residents' Voice are to:

- Help us to understand your priorities for service improvements and community developments
- Work with you on wider housing-related issues in the borough in response to government policies and consultations
- Focus on outputs and actions
- Explore one topic in detail



### Join us at an open forum for the council to consult widely on housing policy and service delivery

The Residents' Voice is a new forum to offer an engaging and interactive way for residents to get involved and work with us on key issues.

Meetings will:

- Involve roundtable discussions
- Use technology to aid discussions
- Help people to network and solve problems together

### Key Facts Explained



2-4 forums a year



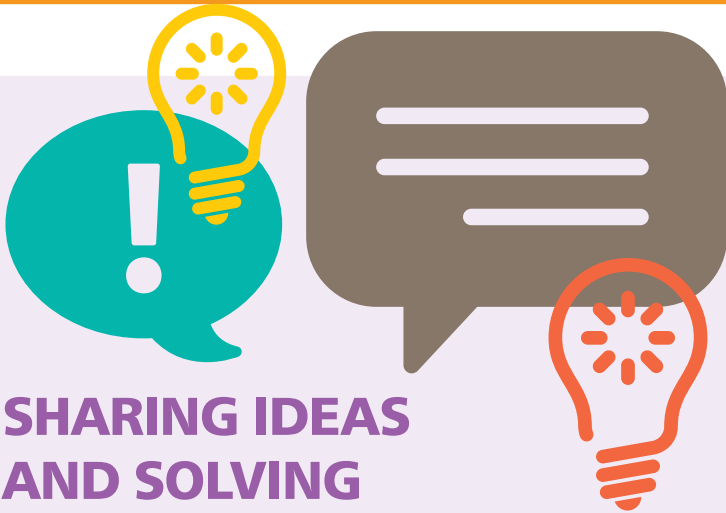
Forums are usually held at the Town Hall



Attend as and when you can. Open to all council housing residents



Forums are usually for up to 2 hours



## SHARING IDEAS AND SOLVING PROBLEMS TOGETHER

**By Shirley Cupit**  
**Chair of Queen Caroline TRA**

The Residents' Voice is a fantastic opportunity to meet with other residents and council officers and Councillors. The great thing about the Residents' Voice is that it is open to all council housing residents, so the widest possible range of views and feedback can be heard.

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.

Although the Residents' Voice 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.

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.

## What will I do at Residents' Voice meetings?

- Work with residents, officers, councillors, and contractors
- Work with the council to consider key areas impacting on service delivery and improvement
- Discuss topics in small groups
- Use voting pads and tablets to give feedback on ideas

## What will be the result of my involvement?

- An opportunity to improve your knowledge, network, and build your confidence
- 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
- Have an input into community development areas where you live

For more information on the next Residents' Voice, please contact the **Resident Involvement Team:**

By email: **[GetInvolved@lbhf.gov.uk](mailto:GetInvolved@lbhf.gov.uk)**

By web: **[www.lbhf.gov.uk/residentinvolvement](http://www.lbhf.gov.uk/residentinvolvement)**

By phone: **020 8753 6652**

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