

Being a Resident Panel Member

Chevin has four resident panels that cover all the geographical areas in which we operate. As we cover such a large area and our properties are spread throughout Yorkshire, Humberside, Derbyshire and Nottinghamshire the panels areas are determined by our area office boundaries and this gives us the four panels:

Selby • Sheffield • Leeds • Wakefield

Being a resident panel member is quite a time consuming commitment. It involves attending formal meetings every two months at your local area office and reading a variety of paperwork on housing and maintenance matters, together with other specialised reports.

The purpose of resident panels is to provide a setting for residents to work closely with staff to improve our performance by:

- commenting on policies, procedures and specifications
- suggesting ideas and new methods of working
- learning about best practice from other organisations, agencies and the housing sector

All four resident panels have a chairperson, a deputy chairperson and a treasurer. Each panel has its own bank account and decides how to allocate these funds by considering requests from residents in their area. Requests for funding cover a variety of needs such as financial help to set up a tenants' and residents' group to garden seats or plants to improve the appearance of a scheme. All panels and their members must abide by a code of conduct and their own constitution.

Resident panel members do not have control over an estate or scheme and they come along to meetings in their own capacity to give their own thoughts, views and ideas. Individual or personal issues are not dealt with at the meetings, although these matters can be raised with staff or discussed with other residents outside the main meeting.

Resident panel membership is open to all Chevin residents.

Chevin also has a variety of ways in which residents can become more involved with our work, such as:

- armchair panel - involves commenting on policies, specifications and other documents via post or e-mail
- 'mystery shopping' projects - where residents check our response times, staff attitude and whether we are improving our service
- completing opinion surveys over the telephone

Please see our leaflet 'Your Voice, Make Yourself Heard' for more details of other ways to get involved in Chevin's work.

Christine Bennett, Deputy Chairperson of the Wakefield residents' panel said:



I feel a part of Chevin and its policies. We are listened to and our points of view help develop the policies that are being put forward. It is also good in the fact that not only do we meet the staff and directors of Chevin but we get feedback from all operations appertaining to the running of Chevin. We meet other members of the areas that we live in and get a broad view of what is happening in all areas. We get a chance to vote on panel fund requests and we are made to feel that we are responsible for putting important changes forward. We also have the opportunity to join in training programmes and seminars.



By getting involved residents have the opportunity to improve the services we provide for all of our residents and other stakeholders.

For more information please contact **Helen Wood** at the Wakefield office:

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By Telephone



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