

شارك معنا

জড়িত হোন

مشاركه كنيد

Impliquez-vous

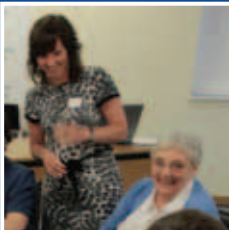
get involved

Zaangażuj się

ਗਿੱਸਾ ਲਓ

Ka Qayb Gal

حصه لیں



Chevin
HOUSING GROUP

Why should you get involved?

- Do you have any suggestions for improving our services to residents?
- Do you think you get value for money from Chevin?
- Do you know what standard of service you can expect from Chevin?

We are interested to hear your opinions and ideas about the services we provide. Our residents are the best people to tell us what we can do better. You know what it's like to be one of our residents and by getting involved you can help us to continually improve and have a genuine say in developing future services.

What do we offer?

We offer a variety of ways that you can get involved. You can choose whatever suits you. Simply register your details and we will tell you about any events or meetings that are being arranged.

Methods of involvement

We have a menu of opportunities for you to choose from. On the following pages you will find a simple explanation of each method and a counter to show how much of your time each one requires and the influence the activity has on our services.



Time – the more clocks, means the more time this activity requires. For example, four clocks would mean that this is a longer term commitment with regular meetings.



Influence – the more stars means the more influence this activity will have on improving our services.

Resident panel

There are currently four resident panels in Leeds, Selby, Sheffield and Wakefield. Membership of these panels is open to residents from any Chevin property. Meetings are held every two months and formal reports are presented by staff. The meetings have a Chair, a Deputy Chair and a Treasurer, all of whom are residents.



Leaseholder panel

We have a leaseholder panel that meets every two months with staff who manage Chevin's shared ownership and leasehold properties. This panel has a leaseholder as Chair.



Armchair panel

You can comment on policies, specifications and other aspects of our services from the comfort of your own home by being a member of the armchair panel. We send information to you in the post or by e-mail and all we ask for is your time. This is our most popular method of involvement and there are over 150 members of this group already!



Estate walkabouts and consumer panels

Each estate has its own walkabouts that are arranged in advance and notification is sent out to all residents. Housing Officers meet with interested residents on site and walk around the estate to monitor standards of the gardening and cleaning services. Some areas also have consumer panels where residents meet with staff and contractors on a more formal basis to discuss estate issues.



Mystery shopping

We have a mystery shopping project that trains residents to 'test' various aspects of our services. All mystery shoppers are given full training, expenses are covered and payment for all 'shops' completed is made in vouchers. The findings from our mystery shopping projects feed directly into our service review work.





Spotlight events

From time to time, we review a particular policy or aspect of our service. We try and get a representative group of residents together to seek opinion of our services, or we arrange a training day to provide residents with information about a particular subject. These are one-off events and are usually advertised on our website and in our newsletter.



Editorial panel

Our editorial panel, which is made up of staff and residents, meets on a regular basis to discuss the design, layout and photographs that are used in our newsletter, "Chevin Views". The editorial panel also meets to discuss other publications and corporate leaflets to ensure that these are reader-friendly.



Reinvestment working group

This group meets four times a year to discuss the standards of refurbishment work that residents can expect. The group also makes site visits to monitor work in progress and speak with residents who are undergoing the refurbishment process.



Disability focus group

Residents and staff on Chevin's disability focus group meet every six months to help us drive forward our work in the area of disability equality. Residents and staff with a disability help draft an 'action' plan every year so that we can make improvements to our service. The group meets during the year to catch up on what Chevin has achieved.



Equality and diversity steering group

Chevin's equality and diversity steering group was set up in 2005 to co-ordinate and oversee our progress in the area of equality and diversity. Staff members of the steering group represent all the departments at Chevin and we also have three resident members, including a tenant Board member. Members help shape our equality and diversity policies and make sure that Chevin is accountable in this very important area of our work.



Opinion surveys

We are always carrying out opinion surveys, by telephone, by letter or by e-mail. We have a list of residents who don't mind us seeking their opinion from time to time.



Conferences

Conferences are held throughout the year and are a one day event where residents can come along and meet with staff to discuss any issues that are important to them. We usually hold workshops at the conferences and these range from practical DIY based workshops to explanations about how to analyse performance figures and data.



Tenants' and residents' associations and community groups

There are many local groups running throughout all of Chevin's areas of operation and we can help to apply for funding, open up a bank account and create any documents or policies needed.



What do you get in return?

In return for giving us some of your time and ideas we will cover your travel expenses and if appropriate, any childcare or carer expenses. We provide refreshments and lunch at most of our meetings and most importantly of all you will come away with a better understanding of how Chevin operates!

If you are interested in finding out more about getting involved with Chevin please contact Helen Wood on telephone 0845 2701088 or by e-mail at h.wood@chevinha.co.uk



APPLICATION FORM

Name: _____

Address: _____

Telephone Number: _____

Email Address: _____

I WOULD LIKE TO BE INVOLVED IN THE FOLLOWING WAY:

(please tick as many as you wish)

- RESIDENT PANEL
- LEASEHOLDER PANEL
- ARMCHAIR PANEL
- ESTATE WALKABOUTS AND CONSUMER PANEL
- MYSTERY SHOPPING
- SPOTLIGHT EVENTS
- EDITORIAL PANEL
- REINVESTMENT WORKING GROUP
- DISABILITY FOCUS GROUP
- EQUALITY AND DIVERSITY STEERING GROUP
- OPINION SURVEYS
- CONFERENCES
- TENANTS' AND RESIDENTS' ASSOCIATIONS AND
COMMUNITY GROUPS

Please return this form to Helen Wood, Resident Involvement Officer,
Chevin Housing, Harrison Street, Wakefield, WF1 1PS



RESPONSE SERVICE No.
L5575

2



Chevin Housing Group
Harrison Street
Wakefield
WF1 1PS

We are committed to a policy of equal access to information.

If you would like this information in another language or format, or if you require the services of an interpreter, please contact us on **0845 270 1088**



CASSETTE



IN LARGE TYPE



BRAILLE



OR ANY OTHER FORMAT

Arabic

نحن ملتزمون بسياسة تكافؤ الوصول إلى المعلومات..
إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو شكل آخر أو إذا كنت تتطلب خدمات مترجم فوري، رجاء اتصل بنا.

Bengali

তথ্যের সমান অভিগমনের নীতির বিষয়ে আমরা প্রতিশ্রুতিবদ্ধ।
আপনি যদি এই তথ্য অন্য ভাষা বা রূপে চান, অথবা আপনার যদি এক দোভাষীর পরিষেবার প্রয়োজন হয়, অনুগ্রহ করে আমাদের যোগাযোগ করুন।

Farsi

ما به سیاست برابری دسترسی به اطلاعات پایبند هستیم.
اگر مایل به دریافت این اطلاعات به زبان یا فرمت دیگری هستید، و یا به خدمات مترجمین شفاهی نیاز دارید، لطفاً با ما تماس بگیرید.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਸੂਚਨਾ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Somali

Waxaa naga go'an siyaasadda awood u helidda warka oo loo wada siman yahaye.
Haddii aad jeclaan lahayd warkaan oo ku qoran luqad kale ama qaab kale u qoran,
ama haddii aad u baahan tahay adeeg turjumaan afka ah, fadlan nala soo xiriir.

Urdu

ہم معلومات تک مساوی دسترسی کی پالیسی کے پاسدار ہیں۔
اگر آپ ان معلومات کو کسی دوسری زبان یا صورت میں چاہتے ہیں، یا اگر آپ کو کسی مترجم کی خدمات
درکار ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

French

Nous appliquons une politique d'égalité d'accès aux informations.
Si vous souhaitez consulter ces informations dans une autre langue ou sous un autre
format, ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

Polish

Kierujemy się zasadą równego dostępu do informacji.
Jeżeli chciał(a)byś otrzymać ten tekst w innym języku lub formacie bądź
potrzebujesz tłumacza, prosimy o skontaktowanie się z nami.



Chevin Housing Group
Harrison Street, Wakefield, WF1 1PS
Tel: 0845 270 1088
Email: enquiries@chevinha.co.uk
www.chevinha.co.uk



business for neighbourhoods