

BIRMINGHAM CIVIC HOUSING ASSOCIATION LIMITED

RESIDENT INVOLVEMENT - STATEMENT OF INTENT

Birmingham Civic is fully committed to involving you in the management of your home. We want to encourage all tenants to become more involved in the housing service; and at whatever level each individual feels most comfortable. We are seeking to provide a wider range of opportunities for you to participate. We also recognise that tenant involvement is a process that will evolve and develop along with the Association.

Keeping you informed

Information and consultation are vital if we are to provide you with the service that you want. We use a number of methods of consultation:

- writing to all tenants and allowing time for responses;
- annual home visits to all tenants;
- sending regular newsletters to all households;
- arranging regular Tenant Focus Group meetings;
- a wide range of policies are available for all tenants to see at our offices;
- tenant surveys are carried out to measure how we are performing and so that you can tell us what we are doing right, what we are doing wrong and how you think our service might be improved.

Becoming a Member of Birmingham Civic Housing Association

All tenants are entitled to apply to become a member of the Association. Becoming a member will cost you £1 but does not mean that you have to attend regular meetings to make decisions. Members are allowed to vote at the Annual General Meeting (AGM) of the Association and receive copies of the Annual Report together with the accounts.

If you are interested in becoming a member please contact the Housing Manager - Performance on 0121 382 5105 or email davidh@bcivic.co.uk.

Tenants' and Residents' Associations

We are keen to encourage the creation of more Tenants' Groups. We will provide advice and practical assistance - including financial help - to support existing and new residents' associations. The principal purpose of the Tenants' and Residents' Association is to represent the views and interests of people living in a particular neighbourhood or estate. Different tenants' associations can have different aims.

Such groups meet regularly and you can invite specific staff from the Association, or from other organisations such as the Police, to attend to help solve particular problems or develop new initiatives to improve your area.

Postal Survey Groups

Some tenants do not want to or may not be able to travel to Focus Group meetings. This does not mean that they do not want to be involved. So - for the first time we are proposing to establish a postal survey group. This group will be set up to assist us when we carry out reviews of our policies or practices. Once again if you are interested or would like to be part of this group please contact us.

Personal Notification of Customer Satisfaction Surveys

We propose to carry out regular tenant satisfaction surveys on our programmed works of cyclical painting, and also kitchen and bathroom improvements. We will be writing to individual tenants who have had works carried out on their properties, with the results of these surveys.

Diversity Forms

In order to discover the variety of different needs of our tenants we need to establish where and what your needs are. We need to look at different ways of improving our services to maximise the benefits of our service delivery. This is why you will be asked to complete a diversity form at some stage during the coming year.

IF YOU HAVE ANY COMMENTS OR SUGGESTIONS TO MAKE ON RESIDENT INVOLVEMENT PLEASE CONTACT THE HOUSING MANAGER - PERFORMANCE EITHER BY TELEPHONE ON 0121 382 5105 OR BY EMAIL davidh@bcivic.co.uk OR WRITE OR CALL IN PERSON AT OUR OFFICE AT 230-232 WHEELWRIGHT ROAD, ERDINGTON, BIRMINGHAM B24 8EH