

**Taking your views  
into account**



# **How you made a difference to our work**

Resident involvement  
in 2008-2009

Unlocking the potential  
of people and places

Southern  
Housing  
Group 

# Taking your views into account

Every year, several thousand residents get involved in our work. We want to know how you experience our services and what we can do to improve them.

As a social landlord, our aim is to provide good quality homes and services to all our residents, whether you rent, own or part-own your home. We also have to prove to our regulators that we are efficient, well-managed and provide good value for money.

We constantly check and report on our performance, and we regularly compare our results with those of other landlords. But our best reality check is you – because our services directly affect you.

To involve the widest range of residents, we have a menu of ways that you can use to get involved. Some options take up very little time, while others take more time and commitment – so you can find a way to take part that suits you.

This report looks at how residents used our menu options to get involved during the year from April 2008 to March 2009. It also shows how we used their views to make a difference. We hope it will encourage even more of you to get involved in future.

On page 17, we have also included our resident involvement menu. You can use this to let us know that you would like to get involved. Just tick the items that interest you, cut out the page and send it to our freepost address – we will be pleased to hear from you.

If you would like more detail about anything we discuss in this report, or to find out more about getting involved, call the Service Centre and ask to speak to our Resident Involvement team.

Or email [resident.involvement@shgroup.org.uk](mailto:resident.involvement@shgroup.org.uk)

Or go to our website at [www.shgroup.org.uk/en/Residents/Getting-involved/](http://www.shgroup.org.uk/en/Residents/Getting-involved/)

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# How you helped us to improve services

## Customer involvement panels

“The Disability Forum gives information to help shape and monitor the Group’s Disability Equality Action Plan. One of the positive things is that, like me, each member of the Forum is outspoken.”

**Bernard Humphrey** from Brighton is a member of the Disability Forum

During 2008-2009, we set up five customer involvement panels, each with up to 10 residents from the Residents’ Panel.

Our customer involvement panels are informal groups that meet to discuss particular areas of our service. We have panels for:

- property services (repairs and maintenance)
- housing services (the management of your homes)
- resident involvement
- income recovery (how we handle the rent and charges we collect, and what we do when residents fall behind with payments)
- disabled residents (the Disability Forum).

Each of these panels meets with a senior manager to discuss how we organise and run the service, and to help make plans to develop it. This means they can strongly influence the directions we take.

## Customer service monitors

“I go to a property that is being let in a couple of days. It’s already been accepted by staff, but I check everything on the list again – taps, central heating, whether the windows and doors are secure, things like that – and we do find things wrong.

“The estate managers are very pleased with our work. They say it makes things much easier for the new tenants.”

**Sabiha Patel** from Hackney is one of our voids customer service monitors

Resident customer service monitors inspect our services and act as mystery shoppers (people who try out our services anonymously and report back). They play an important part in checking our standards.

During 2008-2009, we had a team of around a dozen monitors to inspect estates and the condition of empty properties we were reletting. Another group of around 10 monitors were our mystery shoppers – checking on the service you get when you call the Service Centre.

Our monitors also worked with us when we brought in consultants to carry out a mock inspection on our services. This helped us to start improving before we were inspected formally by the Audit Commission.

We recently took on another 20 customer service monitors, who will concentrate on checking that we are meeting our new service standards.

**Photo** – Customer Services Monitor Sabiha Patel makes notes during the inspection of an empty home at Amhurst Park in Hackney.



## How you helped us to improve services

### Contract selectors

Bryan Harris from Freshwater and Pat Kimpton from Chale worked with South Wight Housing Association and Medina Housing to choose a new gas contractor for the Isle of Wight. Working together meant the two social landlords, with a combined total of 6,000 homes, could offer a bigger contract and get better value for money.

The residents took part in every stage of the year-long process – from interviewing contractors and going on site visits, to making the final decision. The winning contractor, Robert Heath Heating Ltd, began providing gas servicing and maintenance for both landlords on 1 April 2009.

Pat Kimpton also worked with us to select new gardening and cleaning contractors for South Wight HA, together with fellow resident Linda Burnett from Ventnor.

Residents from two James Butcher Housing Association sheltered schemes in the Swindon area – Brain Court and Windmill Court – took part in choosing the new contractor to take care of their grounds.

### Contract reviewers



"I worked for the council for 40 years and sat on lots of committees. But this is one of the best. The contractors pay attention. They are held to task and have to have all their answers ready."

**Reg Burbidge** from Islington is a contract reviewer for Robert Heath Heating Ltd

Five residents helped us to monitor the performance of our main repairs contractors during 2008-2009. This involved attending regular meetings with contractors, alongside our regional operations managers and the Central Contracts team, to keep a close eye on our repairs service and bring up resident concerns.

Our contract reviewers were Patrick Elliott from Brighton (Connaught plc), Peter Alexander from Gillingham and Colin Parish from Aylesham (MHS Commercial Services), Reg Burbidge from Islington (Robert Heath Heating Ltd) and Ann Fitzgerald from Fulham (Axis Europe plc).

Over the next year, we plan to extend this work by finding new contract reviewers to monitor some of the contractors we use for our major works programmes.

**Photo** – Reg Burbidge is one of our contract reviewers.

To find out more about our work with contractors, call the Service Centre and ask to speak to your resident services team.

### Residents' Panel/Readers' Panel

We keep a database with contact details for several hundred residents who have expressed an interest in getting involved. We call this our Residents' Panel. The Panel includes people who rent, own and part-own their homes.

Some of our Residents' Panel members are also on our Readers' Panel. Readers' Panel members are sent some of our written reports and publications to comment on.

### Focus groups and workshops

In 2008-2009, we invited panel members and other residents to more than 50 events, so that we could discuss plans to improve parts of our service.

In the next three pages, we give examples of some the consultations we held and show how we used your feedback to make a real difference.

"Charged-for repairs are a good idea - but the contractor must be good and reliable, and the job must be carried out quickly and efficiently."

Focus group feedback

#### Chargeable repairs

Most repairs to your home are carried out by our contractors and paid for by us, but some are your responsibility – for example, broken windows, dripping taps or anything damaged accidentally.

To help you get these repairs done easily and for a fair price, we decided to team up with our contractors to offer a new service for residents who rent their homes from Southern Housing Group Ltd and James Butcher HA. We held five focus groups with a total of 35 residents to find out what you thought. The residents were positive about our plans and made useful suggestions.

Since April 2008, 150 residents have used the service. Of these, almost eight out of 10 were satisfied with the repair and seven out of 10 felt they got good value for money.

**Photo** – You can now opt to use our contractors to carry out repairs that are your responsibility.



#### Collecting rents

Before introducing improvements to the way we handle the collection of overdue rent, we shared our plans with 53 residents at nine events.

Following up what they told us, we have made our early-stage arrears letters clearer and introduced new letters for use when a resident is vulnerable or lives at a sheltered scheme. We are also doing more to publicise the role of our income recovery officers.

### Giving you better value for money

We wanted to involve you in our plans to give you better value for the rent and service charges you pay, so we invited 53 residents to take part in nine events.

We got some very useful feedback about resident priorities. For example, we heard that you want more information about the services you pay for, you want us to show the effect on costs of making service changes and you want more say in the contractors we employ.

### A set standard of service for the empty homes we relet

Eleven residents attended a workshop at our London head office to help us develop a better service standard for the empty homes we relet.

As a result, we now have a new 'moving in' standard for residents of Southern Housing Group Ltd and James Butcher Housing Association, which sets out what you can expect us to have done to an empty property before you move into it.

We have also introduced resident void monitors, who will individually inspect some of our empty homes each year, to report back whether we are keeping to the standard.

We are drawing up a similar standard for South Wight Housing Association.

"It's important to have a lettable standard, to ensure residents are getting value for money."

Focus group feedback



### Post-inspection action plans

South Wight Housing Association and Southern Housing Group Ltd were both given short notice inspections by the Audit Commission during the year. We then had to respond to their findings.

South Wight HA was inspected at the start of April 2008 and we invited eight residents to discuss their recommendations with us. Residents told us they didn't agree with the suggestion that we should carry out fewer inspections after repairs have been completed, so we decided not to change our policy. However, we are working to improve our repairs service and get more repairs completed on the first visit.

Southern Housing Group Ltd was inspected in January 2009. After we had drawn up an action plan to meet the recommendations, we discussed our plan at six meetings, with 60 residents.

We also sent copies of the plan to our Readers' Panel for their comments. We invited feedback from members of our customer forums, Customer Services Committee and three of our customer involvement panels, as well as giving residents the chance to add their views on our website.

On the basis of our finished plan, the Audit Commission concluded that we had 'promising prospects' for improvement.

“Getting an acknowledgment and the name of a reporting officer is comforting, because the days can be painful when you are waiting.”

Focus group feedback

### Anti-social behaviour

Before we introduced our updated approach to anti-social behaviour for 2009-2012, we spoke to residents at six events.

We asked them for their views on the new standard of service we planned to work to when handling cases of anti-social behaviour. And we asked if they agreed we should start issuing starter tenancies – where new residents are given a year to prove they can be good tenants before they are given a permanent tenancy.

We also shared our new approach to supporting witnesses – something we had already talked about with a smaller group earlier in the year. We got the residents to think about how we could encourage and support people to change their anti-social behaviour.

The new service standard makes it clear how we will respond to reports of anti-social behaviour and shows how we will keep people informed. We are now doing more to check satisfaction levels with this service, so that we can look back and see how successful the changes have been.

### New service standards

We decided to update our service standards to make them much more detailed and challenging.

We wanted our new standards to reflect your priorities, so we worked with six residents from the Residents’ Panel, to research and draft the new standards, and to comment on the design and layout.

We then sent the draft service standards to 19 members of the Readers’ Panel for their feedback. We also tested them with sheltered housing residents, and leaseholders on our regional customer forums, as well as holding focus groups for Turkish and Bengali residents and inviting comments via our website.

The new service standards, which were approved by the Plain English Campaign, were sent to all residents in the summer. We think they do a much better job of explaining what you can expect from us as your landlord and we hope to see your satisfaction with our services rise as they take effect.



To find out more about taking part in consultation events, call the Service Centre and ask to speak to our Resident Involvement team, or email [resident.involvement@shgroup.org.uk](mailto:resident.involvement@shgroup.org.uk)

# Boards and committees

## Board of Southern Housing Group

“It’s been incredibly challenging this year because of the economic situation, but Southern Housing Group seems to have come out of it rather well. It can weather the storm.”

**Jim Hitch** from Hackney is a resident Board member

There are two residents on the main Board of Southern Housing Group – David Kelly, who rents a home at Market Estate in Islington and Jim Hitch, who is a leaseholder on the George Downing Estate in Hackney. They are both in their second year as Board members.

Together with the independent members of the Board, David and Jim share overall responsibility for the work of every part of the Group.

This means they:

- review our aims and objectives
- approve our annual budgets, strategies and plans
- agree our policies for setting rents and service charges
- decide how we should measure our performance and check we are meeting our targets
- make sure we identify any problems we could face in future and have plans to tackle them.

**Photo** – David Kelly (left) and Jim Hitch (right) talk with our Chief Executive Tom Dacey.



## Board of South Wight HA

Anita Knights and Sandy Ciccognani were members of the Board of South Wight Housing Association during the year. They both rent homes on the Isle of Wight.

As Board members, they are responsible for helping to direct South Wight HA’s work.

## Board of James Butcher HA

Three Reading residents were members of the Board of James Butcher Housing Association during the year. They were Peter Savery, Paul Ruchpaul (who retired in September 2008) and Iris Hunt (who took his place).

As Board members, they play an important role in directing James Butcher HA’s work.



“It’s interesting being on the committee. It does mean you have access to a whole range of information about services.

“As a resident, you have a perspective that is unique because you experience the services.”

**Dennis Katungi** from Beckton is a member of the Customer Services Committee

There were seven resident members on our Customer Services Committee during 2008-2009. They either rent or own a home with Southern Housing Group Ltd or Southern Home Ownership.

The Committee, which also includes independent volunteers, is responsible for overseeing the management and maintenance of our properties, and the services we provide to residents who rent and own their homes.

During 2008-2009, the resident members included:

- Ann Fitzgerald from Fulham
- Jim Hitch from Hackney
- Dennis Katungi from Beckton
- David Kelly from Islington
- Roy Mitchell from Ashford
- Chris Skilbeck from Hackney
- Cynthia Langdon from Barking.

As committee members, these residents:

- approve our housing, maintenance and lettings policies
- check the standards of service we provide
- monitor our performance and budgets
- oversee our supported housing agreements and our partnerships with other organisations
- take note of our resident involvement work
- monitor complaints
- provide members for appeals and eviction panels
- check how we handle bad debts.

**Photo** – Left to right: Thames Gateway Region Director Tony Hughes, with resident committee members Dennis Katungi and Jim Hitch.

To find out more about our boards and committees, call the Service Centre and ask to speak to the Resident Involvement team, or email [resident.involvement@shgroup.org.uk](mailto:resident.involvement@shgroup.org.uk)

# How we involved you at regional level

## Southern Housing Group: Regional customer forums

"I find Southern Housing are quite open and willing to work – they are listening.

"We do have to be realistic about what we can achieve. I have an understanding that I didn't have before."

**Patrick Elliott** from Brighton is a member of South region's Customer Forum

We have regional customer forums for the London, Thames Gateway and South regions of Southern Housing Group Ltd.

Each forum meets three or four times a year with senior regional staff to look at how we are performing in the region and to make comments and suggestions. We also run sessions to give information to members about our work in particular areas – for example, anti-social behaviour, complaints and repairs.

Our forums have a strong influence on our work in the regions and their views are passed on to the Customer Services Committee.

During 2008-2009, **London region** had seven forum members, who were: Ann Fitzgerald from Fulham, Chanpouti Green from Chelsea, Stuart Hilton from Islington, Edward Lawrence, Vanessa Mori and Meymuna Patel from Hackney and Melani Riley from Islington.

**Thames Gateway** had nine forum members, who were: Peter Alexander from Gillingham in Kent, Wendy Caldon from Bow, Ray Diamond from Grays in Essex, Mike Campbell from Barking, Cynthia Langdon from Barking, Jacek Piatkowski from Bow, Emily Shepherd from Bethnal Green and Rosalind Springer from Stratford.

**South region** had nine forum members, who were: Allan Banks from Durrington, James Cash from Hove, Yvonne Durbridge from Cliftonville in Kent, Patrick Elliott from Brighton, Graham Hart from Newhaven, Rosemary Hudson from Arundel, Harry Malcolmson from Peacehaven, Roy Mitchell from Ashford and Colin Parish from Aylesham.

**Photo** – Thames Gateway forum members on an estate visit with the region's Lettings Manager, Helen Day (centre, with red jacket).



## How we involved you at regional level

### South Wight HA: Regional customer forum

South Wight Housing Association plans to set up a regional customer forum during 2009-2010. If you live on the Isle of Wight and are interested in getting involved, call the Service Centre on 0300 303 1772 and ask to speak to our Community Involvement Officer Mark Meredith.

### James Butcher HA: Residents' Consultative Panel

"We invite staff to come and debate policies. We hope they go away with fresh thoughts.

"We like to think we offer alternative views. If you're closeted behind a desk on a staff salary, you don't necessarily know what's going on."

**Iris Hunt** from Reading is a member of the Residents' Consultative Panel

Nine James Butcher Housing Association residents played a role in the Consultative Residents' Panel during 2008-2009. The panel is an independent group that meets monthly to discuss our services, the events we are planning and the way we consult with residents.

During the year, our panel members included:

- Iris Hunt from Reading (currently Acting Chair)
- Barry Jenkins from Swindon (former Chair)
- Sandra Jewell from Reading
- Peter Savery from Reading
- John Sleeman from Swindon
- Debbie Hall from Swindon (until November 2008)
- Angela Charlton from Aldermaston (from November 2008)
- Sid Guichard from Egham, Surrey (from November 2008)
- Edie Mansell from Swindon (from November 2008).

**Photo** – Left to right: Caroline Tiller, Executive Director of James Butcher HA, with Consultative Panel members Iris Hunt, Barry Jenkins, Debbie Hall and John Sleeman at this year's resident conference.



To find out more about our regional forums and panels, call the Service Centre and ask to speak to our Resident Involvement team, or email [resident.involvement@shgroup.org.uk](mailto:resident.involvement@shgroup.org.uk)

### Southern Housing Group Ltd: Residents' conferences



"I came to hear Southern Housing Group's outlook and to discuss what has gone wrong in the past, what they are proposing to do and how they are going to improve in the future."

**Nicholas Christodoulou**  
from Islington went to our London region conference

Our London region conference for 2008 took place in June at the Kings Fund Centre in the West End, when 40 residents came to tell us first hand what they think about the quality of our services. They were also able to chat to our contractors.

Also in June, 80 residents joined us for our annual South region conference, held at Brighton's Holiday Inn. Residents took part in workshops and heard from the former Captain of Brighton and Hove Albion, Charlie Oatway.

Our Thames Gateway conference took place at the end of March 2009. It was attended by around 40 residents and took place at the ExCel Centre in Newham. We took the opportunity to highlight why we need personal information and good feedback from residents to help us provide the best services.

**Photo above** – Pictured at the South region conference. Front, left to right: Resident Services Manager Jane Rush, Regional Operations Manager June Heslop (Ashford), Resident Services Manager Martyn Ralph, Yvonne Durbrige from Margate, Roy Mitchell from Ashford and Granville Cosier from Aylesham.

**Photo below** – Using a handheld device to vote on the issues at the Thames Gateway region conference in March 2009.



### South Wight HA: Resident events



“I thought it was great to meet other residents like the elderly and people with Down’s syndrome. It has made me really think about my future, because I want to work with people.”

**Rachel Sneddon**, who lives at one of our schemes for young people, took part in the supported housing day

In September 2008, 45 South Wight Housing Association residents turned out for their residents’ conference, which was held The Riverside Centre in Newport on the Isle of Wight.

The residents took part in lively workshops, heard from our newly reselected repairs contractors and enjoyed a lively presentation on growing your own vegetables.

The events of the day were organised with the help of 10 residents who joined our pre-event planning meetings.

Also in September 2008, South Wight HA held its first supported housing day, inviting users of their services for young and older people, homeless families, and people with mental health problems or learning difficulties.

Around 75 residents took part in the event, which we held at the Little Canada Adventure Centre in Wootton. After a morning discussing services, residents aged from 16 to 86 got the chance to try activities such as abseiling, archery, fencing, trampolining and riding on a giant swing.

**Photo** – Residents try out abseiling at our supported housing day in September 2008.

### James Butcher HA: Residents’ conference

“A very enjoyable and informative day. Nice to put faces to names and meet other residents from other areas.”

Resident feedback

In October 2008, 60 James Butcher Housing Association residents attended their first residents’ conference. We held the event at the Madejski Stadium, home to Reading Football Club, on the theme of ‘Working as a team together’.

Residents used the day to give us face-to-face feedback on services – focusing particularly on our handling of anti-social behaviour, our service charges, our repairs service and the work of the Service Centre.

Three residents were on the planning team for this event.

To find out more about our regional conferences and events, look for adverts in Open Door, or call the Service Centre on 0300 303 1771 and ask to speak to our Resident Involvement team, or email [resident.involvement@shgroup.org.uk](mailto:resident.involvement@shgroup.org.uk)

# How you got involved locally

## Tenants' and residents' groups

"The Cyprus Area Projects Panel meets once a month and we deal with things that need doing around the estate. We put out two or three newsletters a year and we run trips. It's quite a good group.

"We are formally recognised, so we get a grant of £250 a year for stationery, stamps and so on."

**Emily Shepherd** from Bethnal Green is Secretary of the Cyprus Area Projects Panel

We worked with around 20 local residents' groups during the year. Some are recognised by us formally, but most are informal groups that you have set up to run events or community activities, or to look out for your neighbourhood. Your groups can make an enormous difference to life at your schemes.

**Photo** – Youngsters enjoying the new park that Northbourne Action Group worked so hard to achieve over the year, with our support.



## Estate inspectors

During 2008-2009, around 100 residents regularly took part in estate inspections with their resident services teams and other estate staff.

We inspect all our schemes at regular intervals (monthly, or every three or six months – depending on their size), using a checklist to score how well maintained they are. These scores are kept on a central database and we regularly check to see if they are improving.

When residents take part in inspections, we hear first hand about any problems you have. We aim to tackle these issues, so that you feel more satisfied with your estate. Estate inspectors are a key part of making this happen.

## Multi-landlord inspectors

During the year, James Butcher Housing Association worked with five other landlords in the south west to set up a resident inspectors' service.

Three of our residents, Helen Cutting, Roy Muir and Arthur Gaiger, together with residents of the other landlords, began by going on a training course with the Tenant Participation Advisory Service in June 2008.

The residents then went out to inspect planned works at estates belonging to all the local authorities and housing associations in the scheme, reporting back with their findings and suggestions.

### Neighbourhood projects

“Our committee is so close. We’ve gone from strength to strength. There’s so much respect on the estate now.

“My kids are 10 and 12. I didn’t let them out before, but now I feel confident. My Dad says it’s how things used to be.”

**Judy Kernott** is Secretary of the Royal Arsenal Project residents’ group

To help build your communities, the Foundation – our community regeneration specialists – sets up special projects at some of our Southern Housing Group Ltd estates. South Wight and James Butcher Housing Associations run similar projects led by their community involvement officers. All these projects involve working with residents.

Some of our estates face more problems than others so, in July 2008, the Foundation began a new approach. Four new staff were recruited and sent off to set up estate project teams, allowing them to work even more closely with residents, resident services staff and other local agencies to identify neighbourhood problems and find solutions.

Five London estates have been targeted so far: Stamford Hill, Hindle House and Myddleton Grange in Hackney, Royal Arsenal in Greenwich and Fieldgate Mansions in Tower Hamlets. The estates have seen some real successes and residents have played a key role.

**Photo** – Youngsters helping to tidy up Stamford Hill Estate in Hackney.



### Youth forums

Young people are one of our key priorities and we are keen to involve them as much as we can.

The Foundation’s Youth Development Project Manager, Sonia Watson, set up a youth forum at the Peacehaven Estate during the year and began working with young residents at Myddleton Grange and Hindle House in Hackney with a view to setting up forums there too.

Forums allow young people to meet regularly so that they can tell us about their needs and wants, as well as helping us to solve any local problems with anti-social behaviour. During 2008-2009, the young people ran an impressive 11 events of their own, with our support.

## How you got involved locally

### Clean and Safe Estates (CASE) projects

"The back garden was in an awful mess, but now we've got a table and chairs and pots out there. It looks good now and people are using it."

**Marian Smith** from French's Court in Seaford

In 2008, we began Clean and Safe Estates (CASE) projects at 22 estates. These projects are designed to increase your satisfaction with the services at your estate and are led by your resident services teams.

CASE projects work via four simple steps:

- Step one: We survey residents to find out their views on local services.
- Step two: We ask residents how we could improve their local services – either through a newsletter or by calling a meeting.
- Step three: We work with residents to draw up new estate standards.
- Step four: We survey residents a year later to see if they think things have improved.

These first 22 projects have already involved many residents and we hope to see higher satisfaction levels as the projects reach a year old.

**Photo** – Resident Services Officer Tom Earnell (centre) pictured with some of the French's Court residents he worked with last year in Seaford on a CASE project for the estate.



### Supported housing meetings

We continue to run regular meetings for residents living in supported housing and sheltered accommodation. These important regular meetings keep residents and staff up to date and allow people to put forward their views and suggestions.

To find out more about getting involved in your neighbourhood, call the Service Centre and ask to speak to your resident services team.

# Your chance to get involved



Become one of our active residents, by using the **resident involvement menu** set out below to tell us how you would like to get involved. Some of our menu items take up very little time, while others take more time and commitment - but we hope there is something for everyone. Just tick the items that interest you, cut out this page and send it to the freepost address overleaf.

**Customer forums** We have regional forums for Southern Housing Group Ltd and plan to set up a forum for South Wight HA. James Butcher HA has a Residents' Consultative Panel. They are all designed to give residents the opportunity to work closely with senior regional staff to influence the services we provide in their areas. Meetings are held up to four times a year and we provide full training and support.

To be contacted when there are vacancies on our customer forums, please tick here.

**Customer involvement panels** We set up customer involvement panels when we are working on improvements to particular services. As a panel member, you work with key staff members on a project that will provide real service changes. Some panels meet once or twice, while others meet over several months, so the time involved will vary.

To be contacted when there are vacancies on these panels, please tick here.

**Boards and committees** Residents sit on the Boards of James Butcher and South Wight Housing Associations, as well as the main Board of Southern Housing Group. Residents also play a key role in our Customer Services Committee, which oversees all the services we provide to existing residents. Up to half of the places on the Customer Services Committee are reserved for residents.

To be contacted when there are vacancies on the our Boards or Customer Services Committee, please tick here.

**Annual resident events** Every year we invite residents to a conference or other resident event. These events usually involve a mixture of presentations, workshops, and question and answer sessions. We provide lots of information and staff from our key departments are available to talk with you. South Wight HA also holds a day of activities for its supported housing residents.

To be informed about events, please tick here.

**The Readers' Panel** If attending events or conferences isn't your thing, but you enjoy reading, the Readers' Panel might be for you. Three or four times a year we ask Readers' Panel members to look at some key information and let us know if they think we can improve it. The information might be a new leaflet or brochure, or a new policy or procedure.

To join the Readers' Panel, please tick here.

**Customer service monitors** Customer service monitors check that our services are up to scratch - for example, our gardening and repairs services, or the major works we carry out. Sometimes this includes mystery shopping (checking services anonymously and reporting back). Service monitors work closely with the Resident Involvement team and are supported to make the experience interesting and enjoyable. If you can spare a day every few months, then this might be for you.

To be contacted when there are vacancies for customer service monitors, please tick here.

**Resident estate inspectors** We regularly inspect our schemes and estates, inviting residents to join us. Resident estate inspectors need to be available for around an hour every month. They work closely with their local resident services teams and, in return, they see practical changes being made in their neighbourhood.

To become a resident estate inspector, please tick here.

**Workshops and focus groups** We constantly review our services and involve residents in workshops and focus groups to make sure we meet your needs and expectations. Focus groups last around two hours and workshops a little longer. Some are held at our regional offices and others in local community venues. We run around 50 events each year.

To take part in a workshop or focus group, please tick here.



**Tenants' and residents' groups** We support estate and community groups at many schemes and estates. Some have formal constitutions and are officially 'recognised', while others are small and informal, or act as social groups. If you wish to set up a group, we can offer support and advice.

For help and advice in setting up a residents' group, please tick here.

**Clean and Safe Estates (CASE)** Getting the basics right is important, so we are running a programme of projects called CASE that aim to improve customer satisfaction with our estate services such as caretaking, cleaning and gardening. If we run a project at your scheme, we will invite you to get involved by completing surveys, attending local meetings with your resident services team, or by taking part in estate inspections.

For more information about the Clean and Safe Estates project, please tick here.

**Neighbourhood project teams** We set up project teams in some neighbourhoods. These teams may work with local partners such as the council, the Police and other landlords, to look at issues affecting the local community. Residents play a key part.

To find out more about neighbourhood project teams, please tick here.

**Youth forums** We work with young residents to give them a voice in their neighbourhoods. In some cases, we set up local youth forums to give young people the opportunity to engage with us, and with other organisations such as the Police and the local council, to get their views heard.

To find out more about the work of local youth forums, please tick here.

## What most interests you?

**Anti-social behaviour** Our methods for tackling anti-social behaviour.

**Development** How we choose our sites and policies for redevelopment.

**Lettings** How we let our homes and the standards you can expect.

**Communications** How we keep you informed about our work.

**Repairs and maintenance or property services** How we make sure our contractors provide a good service.

**Equality and diversity** How we make sure we treat people equally.

**Policy, strategy and service standards** Our future strategies and plans.

## Your contact details

All the information you supply will be treated as strictly confidential. Please write in bold capitals.

Title (Mr/Mrs/Ms/Miss): .....

Name .....

Address: .....

.....

Postcode: .....

Phone number: .....

Mobile phone number: .....

Email address: .....

**Return this form to:** Andrew Millen, Southern Housing Group,  
Freepost RCC 2522, RH12 1JW. Thank you for your help.

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

**Arabic** لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

**Bengali** অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

**French** Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

**Somali** Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

**Spanish** Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

**Turkish** Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.



# How we checked your satisfaction

## Satisfaction surveys



“We already plan to make changes using this information – starting next week.”

One of our contractors responds to the results of a resident satisfaction survey

We use a set of satisfaction surveys to find out, throughout the year, how happy you are with a service you have used. Residents completed 10,000 surveys during 2008-2009.

We carried out phone surveys to check:

- how your repair went
- how your gas service went
- how you got on with our aids and adaptations service – making your home more suitable for a household member with a disability
- how you found our rent payment service
- how helpful you found our staff when you made an agreement to pay overdue rent
- how well we handled your problem with anti-social behaviour
- how well we handled your complaint
- how you found our lettings service when you moved to a new home
- how you found our sales and marketing service if you bought a home from us
- how redecorations at your scheme went.

We sent out survey forms to check:

- how satisfied you were with major repairs at your scheme
- how you feel about your newly built home after living there for a year
- how you feel about your estate
- how you feel about your sheltered scheme.

We used the results from these surveys to build up a picture of how you view our services, to check if you are more or less satisfied since we improved or changed things and to ask for your ideas.

For information about the results of a survey, call the Service Centre and ask to speak to our Resident Involvement team, or email [resident.involvement@shgroup.org.uk](mailto:resident.involvement@shgroup.org.uk)

This publication is about the ways residents were involved in Southern Housing Group's work last year. It also tells you how you can get involved in our work in the future. If you require a copy in another language, in Braille or in audio format, or for more information, call our Service Centre on 0300 303 1771.

#### Arabic

يدور هذا المنشور حول طرق مشاركة السكان في عمل مجموعة الإسكان الجنوبية. كما يطلعك هذا المنشور على طريقة المشاركة في عملنا مستقبلا. إذا أردت الحصول على نسخة بالعربية، أو بطريقة برايل، أو بصيغة صوتية، أو إذا أردت مزيدا من التفاصيل، ما عليك إلا الاتصال بمركز خدمة العملاء على الرقم 0300 303 1771.

#### Bengali

বাসিন্দাদের গত বছর সাউদার্ন হাউজিং গ্রুপ-এর কর্মকাণ্ডের সাথে জড়িত হবার উপায়সমূহের ব্যাপারেই হল এই প্রকাশনা। আপনি ভবিষ্যতে কী ভাবে আমাদের কর্মকাণ্ডের সাথে জড়িত হতে পারেন সে ব্যাপারেও আপনাকে জানায়। যদি আপনার বাংলায়, ব্রেইল-এ বা অডিও ফরম্যাট-এর একটি কপির অথবা আরো তথ্যের প্রয়োজন হয় তবে আমাদের সার্ভিস সেন্টার-এ 0300 303 1682-এ ফোন করুন।

#### French

Ce document explique la manière dont les habitants ont participé à la mission du Southern Housing Group l'année dernière. Il vous permet également de savoir comment vous pourrez participer à cette mission à l'avenir. Si vous souhaitez recevoir un exemplaire en français, en braille ou en format audio, ou pour en savoir plus, appelez notre centre d'information au 0300 303 1771.

#### Somali

Daabacaadan la faafiyey waxa ay ku saabsan tahay siyaabaha sanadkii hore dadka goobta deggan hawsha hey'ada guriyeynta ee Southern Housing Group looga qeybgeliyey. Waxaa kale oo ay kuu sheegeysaa sida aad hawshayada mustaqbalka uga qeybqaadan kartid. Haddii aad u baahan tahay nuqul ku qoran Soomaali, farta Braille, ama iyada oo qaab maqal ah Xarruuntayada Adeegga Dhexe ee Adeegga ka soo wac 0300 303 1771.

#### Spanish

Esta publicación habla de las formas en que los residentes se involucraron en el trabajo de Southern Housing Group el año pasado. También le dice cómo puede involucrarse en nuestro trabajo en el futuro. Si necesita una copia en español, en Braille o en formato de audio, o para más información llame a nuestro Centro de Servicios al 0300 303 1771.

#### Turkish

Bu yayın, sakinlerin, geçtiğimiz sene Southern Housing Group çalışmalarına katıldığı yollar hakkındadır. Aynı zamanda, gelecekte çalışmalarımıza nasıl katılabileceğiniz hakkında bilgi vermektedir. Eğer bu yayının Türkçe, Braille alfabesi ile yazılmış, sesli formatta bir kopyasını isterseniz ya da daha fazla bilgi için Hizmet Merkezini 0300 303 1683 numaralı telefondan arayın.

**Cover photo** – Residents taking part in the Thames Gateway regional conference in March 2009.

## Contact us

Service Centre opening hours, 8am to 8pm, Monday to Friday

If you live on the UK mainland, phone **0300 303 1771**

If you live on the Isle of Wight, phone **0300 303 1772**

Email [servicecentre@shgroup.org.uk](mailto:servicecentre@shgroup.org.uk) Website [www.shgroup.org.uk](http://www.shgroup.org.uk)

Write to **Service Centre, Southern Housing Group, PO Box 643, Horsham RH12 1XJ**

