

The Role of the Resident Working Group

The Resident Working Group (RWG) is currently made up of nine residents living in the red line area of the estate; four leaseholders and five tenants.



The purpose of the RWG is as follows:

- Ensure there is a resident-focused approach in the delivery of the redevelopment programme.
- Work in partnership with Croydon Council and other partners to ensure the redevelopment plans for the estate meet residents' needs, and where we can, your aspirations.
- Provide an independent check, scrutiny and if required, challenge the delivery of the program.
- Support Regina Road residents and the surrounding community allowing them to be informed, involved and have influence on the redevelopment programme.
- Promote a sense of community and common purpose and unite all residents, existing and new, living on the estate to create a proactive and resilient community.
- Develop a core group of key residents that have a variety of abilities that can effectively represent the wider Regina Road community over the lifetime of the redevelopment.

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To view the full Regina Road Resident Engagement Strategy please scan the QR code below:



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Regina Road Estate

Resident Engagement

your
VOICE
matters



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Croydon Council is committed to making **positive change** for the residents of Regina Road.

This leaflet explains how we will work with residents across the Regina Road estate to listen to their views and how we will update residents on progress about the future of the estate.

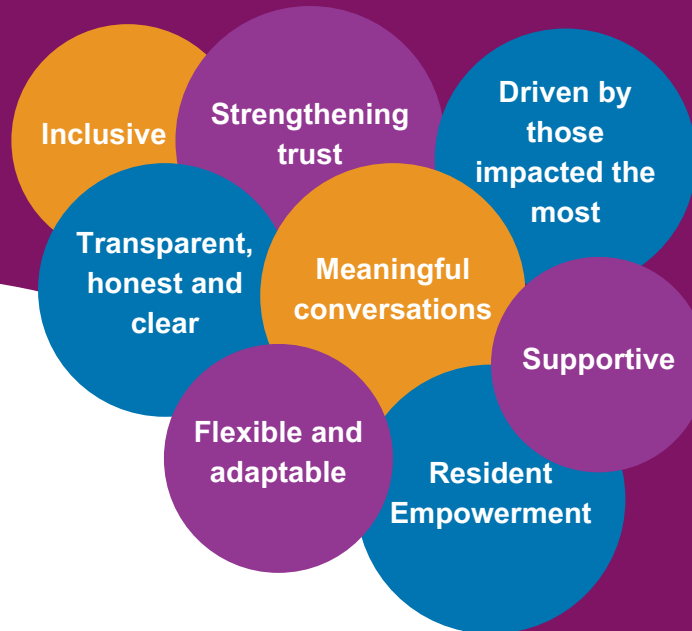
Have your say about the future of your estate!



Our estate communication approach

Engagement principles

We've designed a set of engagement principles based on our knowledge of the Regina Road estate and with the engagement of the Resident Working Group.



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Text Messaging

We will use text messaging to advertise community meetings and events.

Newsletters

Newsletters have been used throughout our engagement with the estate and usually hand delivered by our teams present on the estate.

Regina Road web page

Hosted on Croydon Council's website this page is used for a hub of information such as copies of detailed reports, days of community events and meetings and the progress of the project.

Community meetings and events

We will use a variety of different methods for community meetings, including holding sessions at different times of the day, locations and with varied approaches including face-to-face and online sessions.

Surveys and feedback

Surveys will be used at key points in the project to obtain estate wide feedback on the approach and monitor the delivery of the project.

Outreach

We will hold one-to-one personal discussions or meetings when required, especially to discuss individual personal circumstances in detail.

Resident Working Group

We see the Resident Working Group as the go-to group of residents to drive the redevelopment project. As a group, they will have the closest working relationship with the project team and architects.

Multi-language support

Regina Road is a diverse estate; we have put in place multi-language support throughout the project, and this will continue to be offered on all written communication to the estate.

Regina Road Resident Support Group (RRRSG)

The RRRSG is a separate entity, which is supported by an outside organisation to further residents interests. The council responds to the representations of the RRRSG.