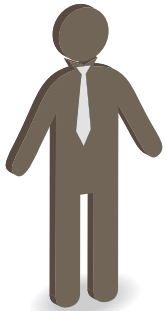


Call for residents to GET INVOLVED!

Get involved and have your say on
improving your estates and communities



I can complete surveys or questionnaires at home



I could be a neighbourhood voice – reporting on estate services



I want to meet with my neighbours to discuss local issues

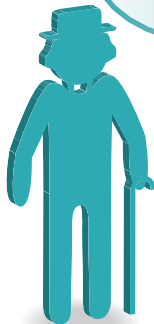
What can I do about anti social behaviour in our area?

I'm a leaseholder - how can I get involved?

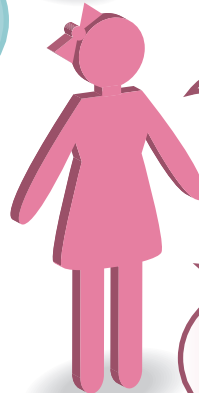
I like the idea of mystery shopping housing services



I want to find out more about the repairs service



The scrutiny panel sounds interesting



I'd like to investigate customer complaints

To find out more about the '15 ways to get involved' or about resident involvement in general, visit www.croydon.gov.uk/housinginvolvement

15 WAYS TO GET INVOLVED...

There is a variety of ways for you to work with us to improve your housing services. The options are designed to suit varied needs and lifestyles – whether you can spare only 10 minutes a month or attend regular meetings – there is something here for you...

1 Housing Services Forums

These forums take place every two months and give residents from across the borough the chance to discuss issues concerning services in their area, with the officers responsible for delivering those services.

2 Housing Scrutiny Panel, Housing Complaints Panel, Housing Services Inspectors

These activities take a lot of time and commitment as they involve looking at the issues in depth, and really help to shape services. Residents who are interested will need to demonstrate they have the time and skills required but these roles can be very rewarding.

3 Leaseholder involvement

We are currently working with a small group of leaseholders to develop new ways of engaging with this group through increased use of electronic media and issue-based focus groups. We are very interested in making contact with leaseholders via email. If you are a leaseholder, let us have your email address and we will keep in touch.

4 Tenant and Leaseholder Panel (TLP)

This is the resident body that has final responsibility for discussing and agreeing decisions regarding housing service issues that affect all residents including policy and finance matters. Membership of this panel has recently been opened up to any Croydon Council tenant or leaseholder who can demonstrate they have the interest and capacity to play an active role.

5 Neighbourhood Voice

Residents complete a short, monthly inspection of the area they see each day (not their whole estate) and use a simple form to comment on the standard of the services they receive.

6 Your Housing, Your Questions

These events provide informal opportunities for residents to ask questions of senior officers and decision makers, about a range of housing services and issues. Open sessions – where any topic can be discussed – have been held. We also arrange issue-based events which are targeted at residents who may be interested in that subject.

7 **Mystery shopping**

In this activity residents volunteer to check and monitor our services, particularly around how easy it is to find information and the standard of customer care.

8 **Estate inspections**

Residents work with council staff to carry out regular inspections of the estate where they live, to identify issues affecting communal areas.

9 **'Specialist' panels**

Two borough-wide panels meet the needs of specific groups of residents – the Sheltered Housing Panel is for residents from Croydon Council's sheltered housing units, while the Housing Disability Panel considers issues of particular relevance to tenants, or leaseholders, with a disability.

10 **Surveys and questionnaires**

Residents are either randomly selected or targeted to offer their views and opinions on key services, either by telephone, post or email.

11 **Focus groups**

These are one-off groups set up to focus on a specific issue, and often meet only a few times until the matter has been agreed. However, some groups may continue to meet – perhaps to monitor a service – for a longer term.

12 **Service improvement groups**

These groups enable residents to meet with senior officers and service managers, to discuss how we deliver the services you pay for and to think about how to improve things.

13 **Resident associations and forums**

A resident association is a fully constituted group enabling people from a local area to meet one another and voice the views of local people. These groups can be a lot of work and an easier option is a residents' forum, which works the same way but does not need so much work from local residents.

14 **Cassup**

We are looking for committed residents to join the Croydon adult social services user panel (Cassup). The role of panel members is to investigate different issues concerning adult social care in Croydon and recommend improvements.

15 **involve** our e-newsletter

To keep you up to date with the latest news and information from the resident involvement and scrutiny team, subscribe to involve, and receive the e-newsletter produced several times a year. Sign up at www.croydon.gov.uk/subscribe

Register your interest at
www.croydon.gov.uk/housingid
and we'll do the rest!

GET INVOLVED!

By getting involved you can tell us what matters most to you so we can better tackle your concerns and develop services that you need.

Whether it's filling in a monitoring form or attending regular meetings and playing a part in the decision-making process, there's a role for you – even if you don't have a lot of spare time.

It means you can help make things better in your area, meet new people, learn how the council works and gain valuable skills and experience which boosts your employability.

We will be here to help and train you so you gain the relevant skills. You will also be entitled to claim expenses, such as travel.

If you're interested in taking part in any of the wide range of activities, panels and groups managed by the council's resident involvement team, visit **www.croydon.gov.uk/housinginvolvement**, email **hsg-residentparticipation@croydon.gov.uk** or call **020 8726 6100 ext. 62954** for more information.



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