

# Your home, Your services, Your say

## Getting involved in your housing services



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Getting involved with Croydon Council is a great way to meet new people, learn new things and do something worthwhile. You'll also help make a difference to your local community and help us improve housing services.

Getting involved doesn't mean that you have to attend meetings. You can choose the way you want to be involved and the issues you want to be involved in. This leaflet explains some of your options and you can register your interest by completing and returning the form attached or online:

[www.croydon.gov.uk/residentinvolvement](http://www.croydon.gov.uk/residentinvolvement)

## Tell us what you think about our housing services by...

- taking part in surveys
- attending focus groups - give your views along with other residents at small informal gatherings
- attending the annual tenants conference
- attending local residents meetings, surgeries, question times etc.
- attending meetings of our specialist panels for: older people's housing, disabled tenants, BME tenants or leaseholders.

## Get involved in your neighbourhood by...

- joining or forming a **residents association** or **forum**
- becoming a **neighbourhood voice** and help us monitor estate services
- joining officers on regular **estate inspections**
- getting involved in community activities or volunteer to work with young people or on environmental projects

## Work in partnership with the council to improve housing services by...

- joining a **service improvement group** that suits you - groups focus on different service areas such as repairs, anti-social behaviour and tenant communications
- attending meetings of the borough-wide **tenant & leaseholder panel** - where residents, councillors and senior housing officers meet to discuss housing policy and how housing services will be delivered
- attending the **performance monitoring panel** meetings where managers report on how their services are performing and you can have a say in setting service standards.



## Help us to check and inspect our services by:

- becoming a **mystery shopper** – help us check whether we are meeting our service standards
- becoming a **housing services inspector** – groups of inspectors carry out in-depth inspections of specific service areas and report on their findings
- joining the **housing scrutiny panel** – this panel coordinates all the inspections and monitoring of our housing services and makes recommendations for improvements to the council. The panel ensures that the council is meeting the standards set, both locally and nationally, and compares our services against those provided by other social landlords.

## What difference will it make?

We all want quality homes and excellent housing services. This can only be achieved if we involve residents at every level by listening to you and taking the action you want to see. We regularly review what you are telling us and make changes as a result of this. We keep you updated through our newsletter 'Open House', in our annual report to tenants and through our website:

[www.croydon.gov.uk/residentinvolvement](http://www.croydon.gov.uk/residentinvolvement)

## What support will be provided?

- Any out of pocket expenses (upon production of valid receipts) will be covered including:
  - travel
  - parking
  - petrol
  - childcare
- Free training/information sessions (some accredited) to provide you with the knowledge and skills to be effective in whatever role/s you choose.
- Opportunities to attend conferences and seminars and network with tenants from other parts of the country
- Refreshments are provided at meetings and training sessions (including free lunches at all-day events) and training sessions
- Any additional support you require to enable you to become involved.



## How much of my time will this take up?

That's up to you and the options you choose. The chart below gives a rough indication of the amount of time involved

Activity	Time	When/ how often
Completing surveys	🕒	as/when required (normally three or four times a year)
Neighbourhood voice	🕒	monthly
Member of local resident group	🕒🕒	four meetings / year
Focus group	🕒🕒	usually a one-off event
Service improvement group	🕒🕒🕒	variable
Special interest groups/ panels	🕒🕒🕒	as/when required (normally two or three times a year)
Mystery shopping	🕒🕒🕒	no more than three shops per year
Housing services inspectors	🕒🕒🕒🕒	no more than three inspections a year
Committee/ founder member of local resident group	🕒🕒🕒🕒🕒	ongoing
Housing scrutiny panel	🕒🕒🕒🕒🕒	monthly
Conferences and local events	varies from event to event	

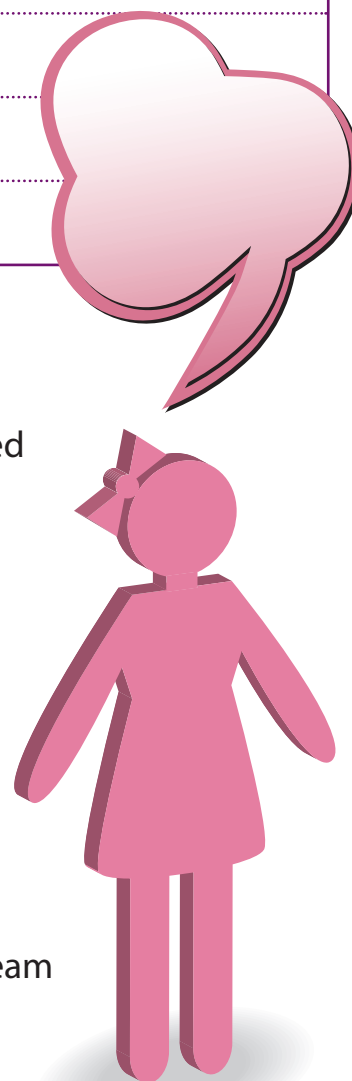
## What should I do next?

If you would like to get involved please complete the attached form now and let us know your preferences. You are free to change these at any time and there is no commitment to participate in your chosen activity when invited to do so. Alternatively you can register online at:

[www.croydon.gov.uk/residentinvolvement](http://www.croydon.gov.uk/residentinvolvement)

## Want to know more?

If you would like to know more about any of the options for involvement please ask for a leaflet, see the council's website [www.croydon.gov.uk](http://www.croydon.gov.uk) or contact the resident involvement team on 📞 020 8726 6100 or email [housing@croydon.gov.uk](mailto:housing@croydon.gov.uk)





### How do you describe yourself?

- Council tenant
- Council leaseholder
- Housing association tenant
- Private tenant
- Homeowner (either freeholder or non-council leaseholder)
- Relative/lodger of any of the above

## Equalities monitoring questions

We would like to find out more about those who do and do not use our services. We want to ensure that our services are accessible, used by and useful to people from all sections of society in Croydon and will take steps to address gaps and barriers once we know about them. Answering these few questions will help us do this.

### GENDER

What is your gender?

- Female
- Male

### MARITAL STATUS

Are you married or in a same-sex civil partnership?

- Yes     No
- Do not wish to say

### AGE

What is your age group?

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- Do not wish to say

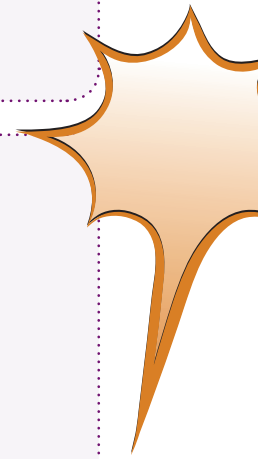
### DISABILITY

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- No
- Yes, limited a little
- Yes, limited a lot
- Do not wish to say

If yes, in what way (please tick all that apply)

- Visually impaired
- Hearing impaired
- Mobility disability
- Learning disability
- Communication difficulty
- Mental health problems
- Other (please specify) .....



# Equalities monitoring questions

## ETHNIC GROUP

What is your ethnic group?

### Asian/ Asian British

- Bangladeshi     Indian  
 Pakistani     Chinese  
 Any other Asian background  
(please specify).....

### Mixed/multiple ethnic groups

- White and Asian  
 White and Black African  
 White and Black Caribbean  
 Any other mixed/multiple  
ethnic background (please  
specify)  
.....

### Other ethnic group

- Arab  
 Any other ethnic background  
(please specify)  
.....

### Black, African, Caribbean/Black British

- African  
 Caribbean  
 Any other Black background  
(please specify)  
.....

### White

- English/ Welsh/ Scottish/  
Northern Irish  
 Any other White background  
(please specify)  
.....  
 Do not wish to say ethnic group

## SPOKEN LANGUAGE

- English  
 Other, including British Sign  
Language (please specify)  
.....

## RELIGION

What is your religion?

- No religion     Jain     Baha'i     Jewish     Buddhist  
 Christian     Sikh     Hindu     Muslim     Any other religion:  
 Do not wish to say .....

## SEXUAL ORIENTATION

Are you?

- Bisexual     Heterosexual/  
straight     Homosexual/  
Gay     Do not wish to say

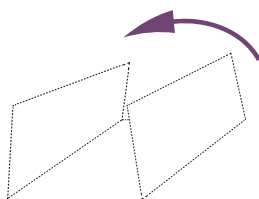
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Business Reply Plus  
Licence Number  
RLYH-RKCA-ZULT



Housing - Resident Involvement  
Croydon Council  
Taberner House  
Park Lane  
CROYDON  
CR9 1DH

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Fold and tuck in