



**NOW SHOWING**



**new charter**  
HOMES LIMITED

**RESIDENT INVOLVEMENT STATEMENT (U)**

**Starring Great Homes, Great Neighbourhoods, Great People**





At New Charter we strive to achieve our vision

***'Great Homes, Great Neighbourhoods, Great People'***

We do this by ensuring our residents are at the heart of our business and have the opportunity to take part in improving and shaping our performance and the standard of our services.

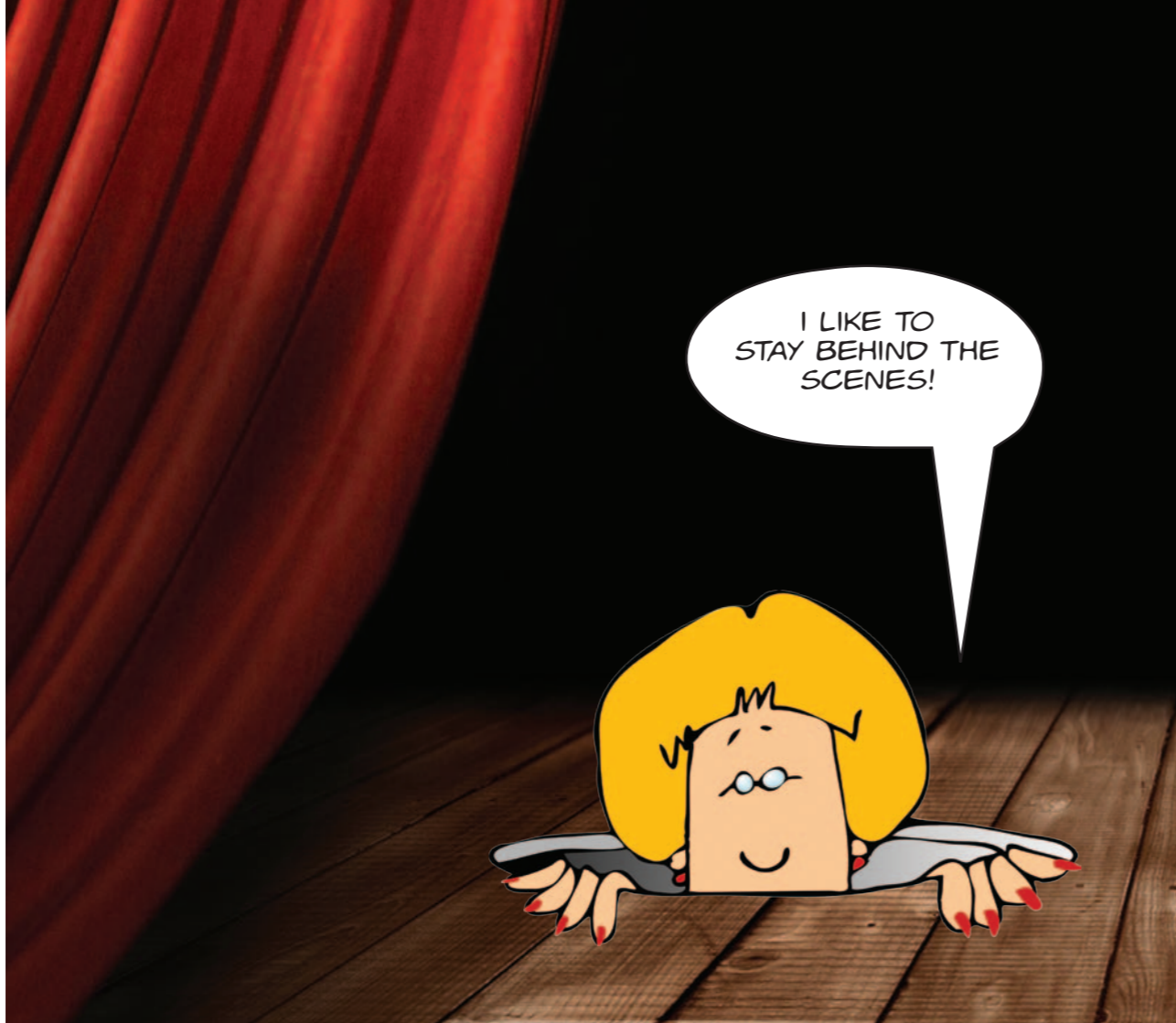
This statement is for residents of New Charter Homes. This covers anyone living in a New Charter home, which includes tenants, leaseholders, shared owners, freeholders who pay service charges, people in temporary housing and people in supported housing.

New Charter will continue to involve, consult, monitor and review its business, primarily with its residents. We understand not everyone wants the same level of involvement, and that's why we have produced a variety of informal and formal involvement opportunities for you to choose from. Many involvement activities can be completed from your own home.

Whether it is taking a backstage role or having a lead role, we will give you as little or as much support and training at a level you are comfortable with,

*and the choice is all yours!*





## A backstage part

If you prefer, we have a range of information for you to access:

- [Our Resident Involvement Policy Statement](#) - Our statement of aims and objectives and a variety of opportunities to make involvement happen.
- [Our Tenants Annual Report](#) - An overview of the services we offer and how well we are performing against the TSA standards.
- [Our Annual Impact Assessment Report](#) - A Summary of how residents have influenced services and have been involved throughout the year.
- [New Charter Quarterly Newsletter, Resident Involvement Natterbox, Local Estate Newsletters and the Neighbourhood and Communities Newsletter](#) - To keep in touch.
- [Take a look at our Involvement Calender](#) - Our Resident Involvement Calendar offers lots of training sessions, meetings and themed events for you to come along to. We also send monthly updates as a reminder.
- [Have a look what's happening at our website at \[www.newcharter.co.uk\]\(http://www.newcharter.co.uk\)](#) - Take a look at the different areas of the website including our 'Get Involved' section.
- [Put your name on our Customer Sounding Board](#) - Add your name to our Resident Involvement database and we will send you regular invites and information.
- [Make a comment via our comments cards](#) - Fill out a comments card at one of our Customer Advice Centres (shops) or go on-line and put your comments forward.
- [Take part in our various surveys](#) - Give us your feedback by completing a survey.





## Play a smaller part in the performance

If you would like to get involved and have more of a say in the performance, then we provide formal and informal flexible opportunities for you to get involved in shaping future services and improve our performance.

You can:

- **Come along to our Service Review groups** - These meetings are themed around our service streams - Relets, Investment and Repairs, Revenues and Neighbourhood. They are held every eight weeks and discuss performance data.
- **Attend a focus group** - A one off session to discuss a common issue e.g. opening hours of the shops.
- **Estate Forum meetings** - Informal estate meetings to discuss common local issues and work towards improving services and better neighbourhoods.
- **Shared Interest Forums** - These meetings are held with specific user groups to discuss common issues, including Sheltered Scheme Forums, Leaseholders, Younger Persons and Supported Housing.
- **Mystery Shopping** - Help us test our services by taking part in a mystery shop, to monitor satisfaction levels in the services we provide.
- **Attend and observe a New Charter Board Meeting.**
- **Attend our Annual Residents Showcase Event** - Come along to our annual residents showcase event where there are many activities for the children, themed workshops and an opportunity to meet new friends.



## Or take a lead role

If you really want to get involved in improving our performance then take a lead role. Get involved setting and monitoring standards and targets to influence and shape future services.

You can become:

- **A Tenant Board Member** - Become a member and sit on the New Charter Boards.
- **A Tenant Management Team Member** - An independent group that scrutinises and monitors the services provided by New Charter.
- **A Resident Inspector** - Be involved in a range of initiatives that act as reality checks on the quality of services provided by New Charter.
- **A Representative on our Panels** - Become a member on one of our Improvement Panels - Policies and Procedures, Resident Involvement Monitoring or Recruitment and Selection.
- **Part of a Working Group** - Be part of a working group to review and monitor specific service areas e.g. Relets or Grounds Maintenance.
- **A Formal Residents Association** - Become a member of your local residents committee, to work together to tackle local issues and to improve neighbourhoods. You can also take this a step further and look into Resident Management options.
- **An Xtra Factor Team member** - Be part of the team who work on implementing and monitoring Local Offers and writing the Tenants Annual Report.

# A backstage part, smaller part or a leading role in the performance?

However you decide to get involved your views and opinions matter to us. By listening and acting upon feedback we can ensure we deliver and improve the services you want to receive.

So why don't you choose your role in the performance? See what's on offer. It's an opportunity for you to have your say about your home and your neighbourhoods.

There is a role for everybody... our performance needs you!



## How you can Get Involved

- Fill in the role request form opposite and pop it in the post to us.
- Contact our dedicated Resident Involvement Team on 0161 331 2400 for more information.
- Email us at Residentinvolvement@newcharter.co.uk

Warning! - Do not take on too many roles in the performance. We don't want resident burnout!

Moisten here to seal

### Role Request Form

Moisten here to seal

Name: .....

Address: .....

Home Tel No: ..... Postcode: .....

Mobile No: .....

Email: .....

Moisten here to seal

**Please tick boxes to indicate which roles you would like to get involved in.**

Become a Tenant Director

Become a Tenant Management Team Member

Become a Xtra Factor Team Member

Participate in Service Review Groups

(Please circle which Service Review Groups you are interested in joining.)

Neighbourhood

Repairs & Investment

Revenues

Relets

Participate in Shared Interest Forums

(Please circle which Shared Interest Forums you are interested in joining.)

Sheltered Schemes

Leaseholders

Young People

Supported Housing

Participate in Focus Groups

Join or set up an Estate Forum

Participate in Training & Information Sessions

Become a Mystery Shopper

Join or set up a Residents Association

Become a Resident Inspector

Become a member of a Working Group.

Become a Panel Member

(Please circle which Panel Member category/categories you are interested in joining.)

Customer Communications

Policies & Procedure

Resident Involvement Monitoring

Recruitment & Selection

Please detach this form from the booklet, fold, re-moist seal and pop in the

the post. Postage is paid - there is no need to attach a stamp.

Choose your role

## Benefits of getting involved

- You can make a difference to your neighbourhood
- You can influence and shape the services that New Charter provide
- Good networking opportunities to meet new people
- An opportunity to become more empowered and develop new skills and experiences

## Will it cost me to get involved?

### No, not at all!

We have a dedicated budget to provide support and resources, annual resident group grants, match funding, free training courses and various relevant conferences.

We ensure our services are accessible to all and can arrange transport, interpreters, creche facilities and help with individual needs to enable you to get involved.



Business Reply  
Licence Number  
RLSG-CRLS-BZSL

New Charter Housing Trust  
Cavendish 249  
Cavendish Street  
Ashton-under-Lyne  
OL6 7AT



## **Our Key Objectives - What we will do and how we will deliver it**

### **We keep residents informed by:**

- Our Resident Involvement Statement and menu of involvement opportunities.
- Promoting involvement opportunities via our Quarterly Newsletter, Resident Involvement Natterbox, Estate Newsletters and the Neighbourhoods and Communities Newsletter.
- Updated articles and documentation on the 'get involved' section of our website.
- Producing, and making available on request, our annual involvement calendar.
- Advertising events on notice boards in our Customer Advice Centres, at Neighbourhood Offices, in our Sheltered and Supported Housing schemes.
- Sending out feedback from all events.
- Producing, and making available on request, our Annual Impact Assessment Report.
- Producing and distributing our Tenants Annual Report.
- Producing our Local Offers.

### **Ensure effective involvement methods and monitoring of involvement by:**

- Using various involvement methods to suit the type of involvement taking place.
- Completing Impact Assessments after all involvement to monitor how residents have influenced and improved services and to monitor value for money services.
- A Resident Involvement Monitoring Panel.
- Using information and feedback from surveys.
- Evaluate all feedback from events.
- Regular Reports to the Tenant Management Team.

### **We provide a range of opportunities to get involved by:**

- Informal and formal ways to get involved.
- A variety of involvement activities to suit all levels of activity.

### **We provide you with training and support to get involved by:**

- Internal and external training opportunities for both individuals and groups of residents.
- Conferences and Seminars on current themes and good practice guidelines.
- Empowering residents and to developing new skills and experiences.
- Membership of the Tenant Participation Advisory Scheme (TPAS).

### **We respond to the differing needs of minorities and strive to ensure services are accessible by:**

- Providing translators, signers and creche facilities.
- Providing accessible venues and transport where required.
- Providing information in all formats and language skills.
- Holding specific shared interest forums.
- Holding meetings at times convenient for all to get involved.

### **We provide community facilities, staff resources and funding to make involvement happen by:**

- Providing a Residents Resource Room facility, which has meeting space, a telephone line, photocopier, printer, fax machine and a computer with internet access.
- Have a dedicated Resident Involvement Team who provide support and advice.
- Provide annual grant funding and match funding for recognised groups.
- Have an 'incentive' community scheme to assist in funding community activities.

### **We work in partnership with customers and external agencies by:**

- Encouraging joint working, raising awareness and setting up community links.
- Maximising service provision across our neighbourhoods.



# Involvement opportunities at a glance

**Service Review Groups**  
Neighbourhood  
Repairs & Investment  
Revenues  
Relets

**Working Groups**

**Focus Groups**

**Resident Panels**  
Customer Communications  
Policies and Procedures  
Resident Involvement Monitoring  
Recruitment & Selection

**Shared Interest Forums**  
Sheltered Scheme  
Leaseholders  
Young Persons  
Supported Housing

**Training and Information Sessions**

**Residents Associations**

**Xtra Factor Team Members**

**Mystery Shoppers**

**Customer Sounding Board**

**Tenant Management Team Members**

**Estate Forums**

**Resident Inspectors**

**Tenant Director**



# GET INVOLVED

It's you who make our  
performance great!



این اطلاعات از چارٹر جدید گروہ ہاوسینگ ٹراست می باشد۔ اگر شما بہ ما بگوئید کہ بہ چہ زبانی صحبت می کنید ما یک مترجم  
برای شما فراهم خواهیم کرد۔ یا شما می توانید از یک نفر از دوستان یا بستگان خود بخواہید کہ با ما با تلفن 0161 331 2400  
تماس بگیرد۔

یہ معلومات نئے چارٹر ہاؤسنگ ٹرسٹ سے لی گئی ہیں۔ اگر آپ بتائیں کہ آپ کونسی زبان بولتے ہیں تو ہم آپ کے لئے ترجمان کا انتظام کرینگے یا آپ اپنے کسی دوست یا رشتہ  
دار کو کہیں کہ وہ ہم سے ٹیلی فون نمبر: 0161 331 2400 پر رابطہ قائم کرے۔

এই ইনফরমেশনটি নিউ চার্টার হাউসিং গ্রুপ থেকে দেয়া হচ্ছে। আপনি কোন ভাষাতে কথা বলেন যদি আমাদের বলেন তবে আমরা দোভাষীর  
ব্যবস্থা করতে পারি। অথবা আপনি আপনার কোন বন্ধু বা আত্মীয়কে আমাদের সাথে ফোনে কথা বলার জন্য অনুরোধ করতে পারেন, ন" র  
0161 331 2400

આ માહિતી ન્યૂ ચાર્ટર હાઉસિંગ ટ્રસ્ટ ગ્રુપ તરફથી છે. તમે કઈ ભાષા બોલો છો તે જો તમે અમને બતાવો તો, અમે દુભાષિયાની  
ગોઠવણ કરી આપીશું. અથવા તમે તમારા કોઈ મિત્ર કે સગાને 0161 331 2400 નંબર પર અમને ફોન કરવાનું જણાવી શકો છો.

Esta informação é advinda do New Charter Housing Trust Group. Caso possa nos  
informar qual sua língua materna, contrataremos um interprete. Ou você pode pedir  
a um amigo ou membro da família para ligar no número 0161 331 2400.

Autorem tej informacji jest New Charter Housing Trust Group. Jeśli powiesz nam  
w jakim języku mówisz, umówimy tłumacza. Możesz też poprosić znajomego lub  
kogoś z rodziny, aby zadzwonił do nas pod numer 0161 331 2400.

Cette information est donnée par le New Charter Housing Trust Group. Si vous nous  
informez de la langue que vous parlez, nous pourrions vous fournir les services  
d'un interprete. Ou alors, vous pouvez demander à un ami ou à quelqu'un de votre  
famille pour nous appeler au 0161 331 2400



*Part of the New Charter Housing Trust Group*

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