



Southway
Housing Trust

YOUR SOUTHWAY YOUR SAY

AT HOME



IN YOUR NEIGHBOURHOOD



AT SOUTHWAY

WANT TO MAKE A CHANGE IN YOUR NEIGHBOURHOOD?

OUR COMMITMENT

We believe that customers should be at the heart of everything we do. We are committed to providing as many opportunities as possible for residents of all ages and backgrounds to have their say.

Help us to achieve what **YOU** want - tell us what you need in your homes and neighbourhoods.

Take a look at the ways to get involved – there is something for everyone.

It couldn't be easier – take a look through this leaflet - you may be surprised at just how easy it is to have your say!

WAYS TO HAVE YOUR SAY...



AT HOME



IN YOUR NEIGHBOURHOOD



AT SOUTHWAY

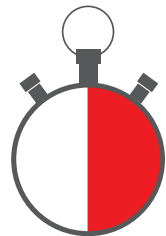
Your involvement can be as little or as much as you desire. We have created these symbols to give you an indication of how much time is required for each involvement activity.



LOW LEVEL
OF COMMITMENT



MODERATE LEVEL
OF COMMITMENT



HIGH LEVEL
OF COMMITMENT

...AT HOME



Follow us on Twitter

For up to the minute information about Southway.

“Like” us on Facebook

Keep up to date with the latest, comment on what we are up to and enter competitions.

Surveys

E-mail groups

Readers Panel

You can volunteer to help us to provide clear and user friendly information to all tenants by giving us feedback on leaflets, campaigns and policies.

Annual Gardening Competition

All tenants are invited to enter as we recognise those who keep their gardens looking great. (Details are provided in the Spring Southway Stories).



...IN YOUR NEIGHBOURHOOD



Tenants / Community Groups

Open to anyone who lives in the area the group covers. Some focus on housing, while others get involved in wider community issues - a fantastic way for your community to have a collective voice, arrange social events and build a great community spirit. Southway can provide training and financial support to tenant groups.

Tenant Inspectors

You can visit tenants' homes (or empty properties/voids) to ensure improvement work and repairs have been carried out to the Southway standard. Training and support is provided.

Youth Forum

Brings young people together and gives them a voice. The group meet once a month and take part in community activities, particularly during school holiday periods. If you are a young person aged between 13 – 25 you can get involved, have a say on facilities in your area and gain valuable skills at the same time!

Neighbourhood Forums

We come to your neighbourhood every 6 months to chat about improvements we have done or are doing and issues that are important to you – anyone can come along and we publish dates and locations on our website/in Southway Stories.

Annual Events

Every year Southway holds a Residents' Conference or series of Fun & Feedback events and a Christmas Fair. They're about bringing communities together and providing social activities for our tenants and their families. All tenants are invited to attend.

One-off events

We come to your neighbourhood to provide relevant information and advice - so look out for us! These happen every now and then and we'll let you know as and when!



...AT SOUTHWAY



Southway Board

12 volunteers (including 4 tenants) who make policies and plans for Southway. The Board set wider aims and objectives and makes sure our staff meet the standard of service. A challenging, rewarding and satisfying role requiring time and commitment. Training and support is provided.

Tenant Scrutiny Panel

The Panel takes an in depth look at the way Southway do things to make sure that tenants receive effective and efficient services. A high level of time and commitment is required. Training and support is provided.

Residents' Consultative

Group (RCG)

Help shape Southway's policies, comment on performance and discuss current issues. The group is made up of tenants, a leaseholder and officers of Southway. Local councillors also attend some meetings. The group meets every six weeks.

Improvements and Repairs SIG (Service Improvement Group)

You can help shape services by discussing repair issues and matters related to our Home Improvement Programme. The group meets quarterly.

Neighbourhoods SIG

Meets quarterly to discuss issues around the environment, concessionary services, anti-social behaviour, tenancy support and lettings. Your chance to have an input in to how these services are delivered.

Rent and Welfare Reform SIG

This group discusses the effects of Welfare Reform and general rent issues including rent statements and communication about arrears. Like other SIG groups, it meets quarterly.

Black and Minority Ethnic (BME) Focus Group

Meets every quarter to discuss issues regarding the delivery of services and communication to tenants who are from a minority ethnic background.

Complaints SIG

This group reviews a number of complaints each quarter to check that Southway has met targets and handled the complaints appropriately.





SUPPORT

TRAVEL EXPENSES

We arrange and pay for taxis for tenants who cannot attend an involvement activity because they have difficulty using public transport. We will also reimburse travel expenses on production of a valid receipt. If you use your own vehicle to attend an activity we will reimburse your petrol cost on completion of a mileage claim form.

CHILDCARE / CARERS COST

Southway cover the cost of childcare whilst you attend a meeting. (Just provide a receipt from the registered child minder or carer). On occasion it may be possible for your child/children to attend the meeting with you. Please check prior to attending.

TRAINING

Southway is aware that some of its involvement activities will require you to take part in training sessions. These give you a better understanding of the services we provide and help you to carry out the activity with knowledge and confidence. We offer basic committee skills training for tenant group members and can also arrange for specific training if needed – all the training looks great on a CV too!

GRANTS

Tenant / community groups who have adopted a Southway constitution can access a grant to help them get started with the running costs of their group. The grant is available for things like stationary, room bookings, telephone calls and any other out of pocket expenses. It's available to all group members if it relates to the business of the group. (Just ensure receipts and records are kept!)

REWARD SCHEME

Southway has a Reward Scheme to recognise the commitment and hard work shown by involved tenants. It's a way of Southway thanking tenants for their time. Initially a 12 month pilot scheme in 2013/14. (The Scheme was agreed in full consultation with involved tenants.)

Each time a Southway tenant attends an involvement activity it is recorded and at the end of the year all those eligible will receive a thank you.

To be eligible for the reward tenants must have a clear rent account or have been adhering to a payment plan for six weeks or more and must have signed a Southway Tenancy Agreement.





CONTACTS

Interested in getting involved? Please contact a member of the Customer Involvement Team.

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