

Resident involvement and community development –

Getting involved



Get involved

We believe our residents should be at the centre of everything we do. You can get involved with us in a number of ways, including:

- becoming a member of our board or regional committees;
- being involved in community projects;
- joining us on estate inspections;
- joining in our focus groups;
- attending fun days;
- taking part in our local forums;
- taking part in a leaseholders' forum;
- writing for our newsletter;
- becoming involved in residents' associations;
- becoming involved in our residents' consultative committees; and
- answering our surveys and questionnaires.

By getting involved, you can:

- gain a better understanding of how we work and the services we provide;
- help us make decisions and influence how we provide our services;

- work with other residents and become involved in improving the areas where you live; and
- represent other residents as part of our decision-making process.

Our resident involvement and community development service standards

We want to make sure we put our customers at the heart of our decision-making process. We will:

- talk to you about issues that affect your home and community;
- give you clear information that helps you get involved;
- provide a wide range of opportunities for you to help us improve our services;
- tell you regularly what we have done as a result of your suggestions to improve our services;
- encourage everybody in the community to get involved;
- work with residents to develop and review our local offers and performance (please get in touch if you'd like to learn more about what this means); and
- work in partnership with residents to develop our annual report.



To help you get involved, we will:

- support you if you want to form tenants' and residents' groups and help you to run them effectively;
- send you at least four newsletters a year;
- support and develop local community projects such as youth activities, football teams, gardening and lunch clubs;
- provide training and development for residents; and
- provide financial help for resident-led activities and community projects such as lunch clubs, a resident-run computer room or women's community group.

Our service standards

We have agreed each of our service standards with a group of residents. The service standards tell you what level of service you can expect from us.

We will check regularly to see if we are meeting our service standards and let you know how we are doing. If you feel that we are not meeting these standards, please phone us on **0300 303 2500**.

Involving the whole community

We are working hard to involve the entire community we serve in the work we do.

If you have any ideas about ways that we could do this better, or, if you would like to get involved please contact the Resident Involvement Team using the contact details below.

Contact us

If you want to discuss anything we have mentioned in this leaflet, please phone **0300 303 2500**.

Resident involvement and community development:

Text: **07950 961811**

(start your text with the word INVOLVE)

Email: **involvement@swan.org.uk**

You can also contact us through our website at **www.swan.org.uk** or at:

Head Office

Swan Housing Association
Pilgrim House
High Street, Billericay
Essex CM12 9XY.

Or visit our London office at:

Swan Housing Association
Cygnet House South
10 Crisp Street
London E14 6LL.

Available in other formats and languages

English

This information tells you about **resident involvement**. If you would like to receive this in your own language, please contact us on **0300 303 2500**.

French

Ces informations traitent de **resident involvement** (participation des résidents). Pour les recevoir dans votre propre langue, veuillez nous contacter au **0300 303 2500**

Polish

Niniejsze informacje dotyczą tematu **resident involvement** („Zaangażowanie mieszkańców”). Aby otrzymać je we własnym języku, zgłoś się do nas pod numer **0300 303 2500**

Somali

Macluumaadkaan wuxuu kuu sheegayaa wax ku saabsan **resident involvement** (“Ka Qayb-qaadashada Deganaha”). Haddii aad jeceshahay inaad kani ku hesho luqaddaada, fadlan nagala soo xiriir **0300 303 2500**

Bengali

এই তথ্যে আপনাকে **resident involvement** (বাসিন্দাদের যোগদান) র বিষয়ে জানানো হয়েছে। আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের **0300 303 2500**-এ যোগাযোগ করুন

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ **resident involvement** (ਨਿਵਾਸੀਆਂ ਦੀ ਸ਼ਮੂਲੀਅਤ) ਬਾਰੇ ਦੱਸਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ **0300 303 2500** ਤੇ ਸੰਪਰਕ ਕਰੋ

Arabic

تشير هذه المعلومات إلى **resident involvement** (“مشاركة السكان”). إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم **0300 303 2500**

Urdu

یہ معلومات آپ کو **resident involvement** (“مکینوں کی شمولیت”) کے بارے میں بتانے کیلئے ہیں۔ اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے **0300 303 2500** پر رابطہ کریں

If you would like a copy of this document in large print, Braille or on CD please call **0300 303 2500**.

