

RESIDENT INVOLVEMENT



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As part of its mission statement PHA Homes strives to provide good quality affordable homes and excellent services

PHA Homes is fully committed to involving its residents in all matters relating to the services that PHA Homes provides. We believe that residents are best placed to assess the services we provide and whether or not those services are appropriate and provide value for money.

WHAT IS RESIDENT INVOLVEMENT?

Resident Involvement is about giving residents' choices and encouraging them to have a say in how their homes are managed. PHA Homes wants to actively encourage residents to get involved with the staff and help determine and shape the services we provide. No previous experience of housing is required, we just want your knowledge and your views about what we do and how we do it. You will be fully supported by staff that are committed to providing an excellent service to all our residents.

HOW YOU CAN GET INVOLVED:

- By responding to consultation exercises.
- By responding to the full resident's survey (STAR) every 3 years to help us analyse and improve our services. We use your responses to assist in decision making in how to:

- A. Improve our services to you
- B. Ensure we provide services that are relevant and that represent value for money
- C. Consider new services

- By joining resident groups such as The Resident Scrutiny Panel and Resident Working Parties.
 - By working with the staff delivering projects aimed at improving your local community.
 - Be part of a residents' group to address local issues.
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WE WILL:

- Make it easier for people to be involved by helping with things such as childcare costs, travel expenses and training.
- Support and help set up resident groups where appropriate.
- Have a minimum of one resident representative on our Board of management
- Agree an annual budget for resident involvement/community initiatives.

Resident involvement is key to our success and what we want to achieve.

WE WELCOME ANY RESIDENT WHO WOULD LIKE TO BE INVOLVED IN WORKING WITH US.

If you would like to know more then please contact the Housing Manager

- **By telephone:** 01730 263589 in office hours
 - **In person:** In office hours which is 9am – 5pm Mon-Thurs and 9am – 4pm on Fridays
 - **By post:** 32, Lavant Street, Petersfield, Hants GU32 3EF
 - **By email:** admin@phahomes.co.uk
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