

Opportunities for
involvement



Have
your say

Why get involved? - Make a difference

Your opinions can make a difference and help shape the way we do things in the future. Your involvement leads us to better decision making and use of resources. We value your involvement and our aim is to increase the number of our customers helping us to shape our business locally, operationally and strategically.

All feedback is important; just answering a few questions over the telephone when combined with other customers' opinions

can influence decisions at Board level.

How can I get involved?

There are a wide range of ways in which you can get involved from membership on the Board, through to answering questions over the telephone. We even have a section for young people to get involved see page 8. On the following pages we have listed the wide range of opportunities for involvement.



Opportunities to get involved when it suits you

Name of group, activity	How often meetings or activities take place	What the group or panel does or what the activity involves
Suggestion Scheme	2 minutes when you visit an office, pick up a phone or go to our website	We are always interested in ways to improve our service. If you have a good idea take 2 minutes to either fill in a form in one of our offices, pick up the phone and tell us about it, or fill in a form on-line.
Community Vehicle	10 minutes when we are in your area	Our community vehicle has a full programme of scheme visits that are well advertised. Come on board and tell us what you think of our service, how you think we can improve it and any issues that may be concerning you.
Longhurst & Havelok Homes 500 Plus Survey Club	10-20 minutes once a month	We will contact you once a month by phone, e-mail or letter to ask you your opinions on the services we provide.

Neighbourhood Walkabouts	1 hour once a quarter	Join our staff members as they walk around our larger schemes check how clean and tidy they are, and discuss any issues that are concerning you. Neighbourhood walkabouts are advertised in advance. A full list of schemes included is available on our website.
Estate Champions	1-2 hours per month	Help us to keep in touch with issues affecting your estate. Tell us about the quality of the landscaping, any safety issues, illegally dumped rubbish, graffiti etc, and other issues.
Reading Group	1 hour once a month at a time convenient to you	All new policies, leaflets and standard letters will go out to customers in this group before they are issued. You can let us have your views on their content and whether they are written in a way which is clear and easy to understand.

Opportunities to get involved every 2 - 3 months

Name of group, activity	How often meetings or activities take place	What the group or panel does or what the activity involves
Mystery Shopping	5 minutes or 3 hours once every two months (it's up to you)	We will train you to test our service for us. Mystery shopping could mean visiting our offices, doing estate walkabouts, making phone calls or contacting us by e-mail or in writing.
Residents Associations, Forums and Community Development Groups		We will support our customers to set up their own groups to increase their level of involvement in their neighbourhood. This involves a range of initiatives and means that they can take the lead in finding their own solutions to any problems in their communities.
Equality and Diversity Group	2-3 hours, every three months	This group looks at all aspects of equality and diversity and ensures good practice is adopted across the Longhurst Group of companies.

Development Committee	2-3 hours every three months	This Committee reviews and approves proposed building developments, development strategy and procurement strategy. 3 places are available.
Design and Quality Group	2-3 hours every three months	This Group reviews development processes. Have your say and help us to improve the design, layout and quality of new homes and neighbourhoods. 1 place is available.
One Off Area Focus Groups	2-3 hours as and when we need to consult with customers	We hold one-off focus groups to seek your views on specific areas of our service. These discussion groups can be about anything from our repairs service to how customers access our services.
Contractor Core Group Meetings	2-3 hours every three months	This meeting involves our partner repairs contractors and looks at the progress of the contracts, how well we are performing, as well as new ways to improve the service.

Opportunities to get involved every 1 - 2 months

Name of group, activity	How often meetings or activities take place	What the group or panel does or what the activity involves
Board of Management	2-3 hours, 8 times a year	Five places on the Board of Management are reserved for residents. This is to make sure that there is a resident perspective when strategic decisions are made at the highest level.
Residents Policy and Review Group	2 hours every two/three months	This group gives you the opportunity to tell us your opinions and shape how we provide services to residents in the future. All new policies will be reviewed by this group before they go to the Board of Management for final approval.

Opportunities to get involved especially for young people

Name of group, activity	How often meetings or activities take place	What the group or panel does or what the activity involves
Finn website page	As often as you want?	We have set up a special section for younger people to give us their views and take part in competitions.
Community Vehicle – Big brother events	15 minutes when vehicle is in your area	We will be advertising events on the community vehicle where we want to catch your views on improvements to their community on tape. We will let you know when we are in your area.
Community Vehicle Events		During the school holidays we will be holding events on the community vehicle just for young people. Come and join us and have some fun with Finn. Finn will let you know when he is in the area.
Junior Wardens		We are looking for young people to join us on our estate walkabouts to help keep our estate clean and tidy and to discuss any issues that are of concern to them.

Can I get help to be able to come to a meeting?

We will provide assistance with travel and childcare costs to enable you to attend meetings. Contact us on **0800 111 4013** for details.

Will I need training?

For most involvement no special training is needed. Where training will help you to be able to make a better contribution we will provide the training and support.



I want to get involved

If you want to get involved, either fill in the tick sheet below or visit us at l&h.org.uk. If you want further information phone us on **0800 111 4013** and ask for Leanne Harding, Community Involvement Officer or Anne Vaughan Customer Services Manager.

- Reading Group
- Longhurst & Havelok Homes 500 Plus Survey Club
- Mystery Shopping
- Residents Associations Forums and Community Groups
- Equality and Diversity Group
- Development Committee
- Design and Quality Group
- One-Off Area Focus Groups on: (tick areas you are interested in)
 - Repairs
 - Anti Social Behaviour
 - Grounds Maintenance
 - Customer Service
 - Rents
 - Tenancy Services
 - Pre-Tenancy Services
- Contractor Core Group Meetings
- Residents Policy and Review Group
- Board of Management
- Junior Wardens

Name:

Address

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Once completed, please tear off and return using the envelope provided.

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

This leaflet is also available in:



Leverett House
Gilbert Drive
Endeavour Park
Boston
PE21 7TQ

For further details please see l&h.org.uk or call

0800 111 4013