

Getting Involved



How to contact us

Customer Services Team **0300 3038030**

(in and out of office hours)

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Or visit us online at: www.penwithha.org.uk

24 Hour Repairs Hotline:
0300 3038070

Penzance Office:
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Kenwyn Street, Truro, Cornwall TR1 3BA

***Leaflets available in large print,
audio, and other languages.***

Developing and managing homes in Cornwall since 1994, Penwith Housing Association became part of the Devon and Cornwall Housing group in 2005.

We are working hard to make sure our information leaflets are suitable for all of our customers in Cornwall. There is still some more work to be done and some details in our leaflets may not always be relevant to all. Please contact your neighbourhood housing officer or the customer services team if you have any questions.

better homes

better places

better lives

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Getting Involved

If you receive services from Penwith Housing Association (PHA) then have your say. Getting involved can bring many rewards. Residents can meet new people, learn new skills and directly change how services are provided to improve homes and communities.

We have worked with residents to develop a range of customer engagement options. Our paths of involvement offer a choice of ways to get involved and influence how services are developed and delivered, now and in the future.

How to get involved

You can choose a path that suits your lifestyle. Many choose only to be involved at an individual level and respond to surveys or submit suggestions. Others strive to make a difference by enrolling on our Residents' Involvement Register or by securing a place on our resident group, the Peninsula Tenants' Committee (PTC).

I want to get involved but ...

Residents are at the heart of all that we do, so if you would like to get involved, we would like to offer you support in a number of ways.

- *Paying for transport to meetings and focus groups*
- *Covering childcare costs*
- *Arranging for documents to be translated, the text made bigger or recorded on to CD*
- *Providing training to give you the skills and confidence to get your views across.*

There has never been a better time to get involved, so please take a look at the options for customer engagement outlined in this leaflet. If you would like more details on those that interest you, contact our Customer Engagement Team, or use the form in this leaflet. Simply return it in the post (no need to use a stamp), or hand it to a member of staff.

Customer engagement paths

The customer engagement paths all require varying amounts of time and degrees of commitment. To help you decide which option might suit you, we have graded each path as follows:

E Easy Route These paths are quick and easy ways to be involved without making a big commitment.

M Moderate Route These paths require residents to attend informal group discussions.

A Advanced These paths require a high level of commitment and/or regular attendance at formal meetings.

E Complete a satisfaction questionnaire

Fill in this form when you move in, or, when we carry out a repair for you. This helps us make sure our services are of the highest quality.

E Read our residents' newsletter

Our residents' newsletter is published three times a year and distributed to all of our residents. The newsletter is produced by staff and residents and contains reports on our service developments as well as enjoyable and interesting news articles.

E Read our other publications

We will produce publications throughout the year such as the annual report. These are designed to keep tenants informed about PHA's performance and plans.

E Find information on the PHA websites

Visit www.penwithha.org.uk to find out all you need to know about us. You can also report repairs and send in suggestions.

Getting Involved

E Residents' Involvement Register

Joining this register is the first step to active involvement with us. Residents can decide their level and frequency of involvement. Choose to answer surveys from home and/or attend informal focus groups on service issues.

E Neighbourhood walkabouts

Neighbourhood walkabouts are carried out on a regular basis and are triggered by issues including the size of the area, tenancy turnover and ASB. A calendar of inspections is advertised in the newsletter and on the website. Your housing officer will also contact you to confirm dates if you register your interest.

E Come to an event

Staff and residents arrange events to highlight particular issues and promote current work. Events include neighbourhood days, residents' days and conferences.

E Residents' suggestion scheme

Do you have an idea about a new service for our residents, or, perhaps you have thought of something which would improve the quality of an existing service? Making a suggestion could not be easier! You will find suggestion forms in our reception areas or submit an online form.

E Become involved in the Older Persons' Forum (residents over 55)

Talk about shared concerns with staff and other older people from different parts of your neighbourhood. Approx three hours, three to four meetings a year, plus time to report back to members of your neighbourhood.

E Grounds Maintenance Monitors

We work closely with contractors to maintain high standards around our neighbourhoods. Residents help us with this by becoming 'Grounds Maintenance Monitors' or 'Weed Watchers'; filling in simple surveys to monitor work such as grass cutting and grounds maintenance in areas near them.

M Become a mystery shopper

Working in tandem with our Resident Auditor Team, you will be asked to test our services by a variety of methods: phone, letter, e-mail or by visiting our offices. Then report on your experiences.

M Join ASPIRE: our training and support scheme

Residents on this scheme are given the opportunity to attend residents training courses. ASPIRE is made up of stages of training and residents are supported throughout their chosen level.

M Become involved in a residents' group

Residents' associations are groups of residents in a geographical area who meet to discuss various local issues, including organising social events and campaigning for improvements. To enable all residents to be involved in our service development, we offer both financial support and training opportunities to residents' groups.

Groups hold a minimum of meetings per year, including an Annual General Meeting.

M Area Liaison Panel

These have been set up across the county to increase customer engagement opportunities and establish a two way flow of information from a neighbourhood level to the Peninsula Tenants' Committee and vice-versa.

Getting Involved

A Resident Auditor Team

These residents check and audit PHA services. We offer this team comprehensive training to ensure that residents have the appropriate skills and knowledge.

A PHA Board

Members of the PTC are elected to represent tenants' views at the highest level of the organisation, the board of management. This board acts in the same way that a board of directors would work in a large company, they make strategic decisions and guide the overall direction of the association. Managers of the association report directly to the board and are accountable to them.

These board positions are vital to our success and require a high degree of commitment. Experience is not needed however, as training and support is provided at all levels.

A Peninsula Tenants' Committee and sub-groups

Our residents can become elected into the Peninsula Tenants' Committee. The committee represents the interests of all our residents, acting on occasion as advocates for other residents.

The sub-groups include the following:

Technical Partnerships Group

This group represents tenants' views on technical issues and helps to improve the performance and quality of our maintenance and repairs services. For example, they suggest better ways of working, consider policies, help prioritise programmes, select contractors and monitor performance.

Constitution and Management Group

This group considers how the PTC is managed in terms of governance matters, e.g. constitution, code of conduct, terms of reference and budget.

Media Group

Responsible for our residents' newsletter and aims to produce a first class newsletter that reflects news and views of the customers and the association. This team also assists with other publications such as resident information leaflets.

Customer Services Group

This group explores and considers many aspects of our customer service strategies. Working alongside our staff, the group monitors and evaluates statistics and survey information. They are also consulted about new and existing strategies to improve customer service.

Events Group

This group promotes and contributes to the organisation of a bi-annual group tenants' conference. Members work within a specified budget and encourage external funding and sponsorship. The aim is to organise a successful and varied day which appeals to all residents.

