

## Residents groups

### Working together in our neighbourhoods

#### What exactly is a residents group?

Residents groups (also known as residents associations) are groups of residents in a geographical area. They tend to form because people want to come together and get something done in their area. These local groups may meet regularly to discuss various local issues and improvements.

They may also decide to have a constitution and become recognised as formal residents groups. These groups are structured and the committee members have specific roles and codes of conduct.

The formal groups nominate representatives to the Peninsula Tenants' Committee, (PTC), which looks at the wider picture and forms a vital role in the Association's Customer Engagement Strategy. In this way, residents have the opportunity to genuinely influence the Association's decision-making process.

Some have been running for many years and others are quite new. Many groups are involved in larger scale projects, often in partnership with other agencies.

#### So what exactly can PHA do to help residents groups?

PHA believes that if our services are to improve to the level we aspire to, then the involvement of our residents is vital. As a result, PHA supports its communities' residents groups from the beginning. We aim to provide a proportional amount of support to each group. The amount of support given depends on key criteria.

PHA staff have compiled a '[resident group - start up pack](#)' containing relevant information, template documents and a CD ROM. You can view the pack online and save or print any sections that are of interest. If you would prefer PHA staff to print any of the sections or supply you with the pack on disc, please contact the Customer Engagement Team.

The pack is designed to cover all aspects of both formal and informal residents groups. We also welcome any queries on this topic and have a dedicated Customer Engagement Team to support both new and existing groups.

#### Further information



[resident association start up pack](#) resident association start up pack

