

# Getting involved

how you can play your part



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# The 1, 2, 3 of Resident Involvement

By getting involved you can play a part in helping us improve the services we provide and the area where you live.

There are three levels for engaging with us and providing your input:

## 1. Bigger picture

Joining strategic forums and panels or activities that are linked to Newlon's strategy and governance: a structured, regular commitment.



## 2. Local picture

Getting involved with community groups or projects, or inspecting your block or estate.



## 3. Lighter touch

Dipping in and out of taking part, or getting involved as and when you have time and energy. This could be filling in a survey, taking part in a focus group, giving an opinion over the phone to a Newlon staff member, accessing a training session or attending a conference, making use of our membership of sector organisations such as Tpas by joining as a tenant, or taking part in our Communications Panel.



# 1. Bigger picture



- **Residents' Forum** – a friendly group of residents who get together with senior Newlon staff every few months to help shape and improve services.
- **Residents' Services Committee** – make the day-to-day decisions about how we look after our homes. It has five resident members.
- **Complaints reviewers** – for ombudsman cases only, they independently apply the principles of fairness, putting things right and helping us learn lessons.
- **Mystery shoppers** – we are calling for our residents to measure us, on how well we deliver our customer service through telephone calls and emails.
- **Interview Panel** – resident members or observers on panels for candidates interviewing for Newlon, be that for jobs, board membership or part of a tendering process.
- **The Board** – responsible for setting direction for Newlon and overseeing our governance. They think about the bigger picture, like what does Newlon want to achieve in the next ten years and how we make it happen. The Board currently has two resident members.

## 2. Local picture



There are many different ways for you to get involved where you live and the choice is up to you. We can help support you in getting started.

- **Residents' Association** - a formal residents' group with a strong collective voice to talk to us about important issues.
- **Residents' Group** - less formal, but still with a strong collective voice.
- **Project group** - a way to get something off the ground, such as organising a community event.
- **One-off meeting** - to bring up and discuss important issues but without the need to set up a group.
- **Digital involvement** - set up a Facebook group, or something similar, so that all residents can communicate with each other.
- **Resident Inspectors** - help our estate inspectors, by jointly checking the standard of cleaning, maintenance and gardening where you live.

### 3. Lighter touch



- **Think Tank** - the Think Tank can be as little as a quick phone call for your opinion, or more if you have time and energy to commit. Let us know your skills, availability, what you're interested in and we'll match you to involvement opportunities as and when they're happening.
- **Communications Panel** - have you read our publications and thought they could be improved or made clearer and easier to understand? Want to be part of a focus group to gauge residents' opinions on aspects of Newlon's communication methods with a view to improving them? If so, the Communications Panel is for you.



# What are the benefits of getting involved with us?

Involved and engaged residents make a huge difference to the environment they live in by acting on behalf of themselves and other residents' to benefit everyone. Recently, Newlon residents have helped shape and personalise contracts to better reflect their requirements, made their opinions felt about their lived environment and what level of services they wanted, and voted 'yes' to a huge regeneration scheme.

You can also benefit from:

- Meeting other like-minded residents and making new friends.
- Developing new skills and gaining experience, or sharing yours with other people.
- Feeling part of something bigger than a single voice, that represents residents.
- Getting rewarded for some activities and paid out of pocket expenses.



# Why not set up a residents' group where you live?

If there are no residents' groups where you live, we can help you start one up. We can provide advice, help survey fellow residents, put you in touch with experienced residents' groups, provide funding and more. Get in touch to find out how we can help.

“We strive to give our group a voice concerning local issues. Since we created it, we have seen a real benefit in community relations. Our regular meetings and joint projects have really helped build relationships with others in the local community.”

**Jeannie Lowen**, Norton Folgate Community Group.





“I want Newlon’s services to be the best they can and bring real change. It’s really satisfying to be part of a group that helps this happen.”

**Liz Folaranmi**

Think Tank member

## Want to get involved or find out more?

Email [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk).

If you would like this information in large print, audio, Braille, or an alternative format, please ask a member of staff.

Newlon Housing Trust is a charitable housing association.

Newlon House, 4 Daneland Walk, Hale Village, London, N17 9FE.

Tel: **020 7613 8080** (Phone calls may be recorded for training and quality purposes.)

This leaflet was correct at the time of printing. Information does change over time. Please check our publications at [www.newlon.org.uk/publications/leaflets-brochures/](http://www.newlon.org.uk/publications/leaflets-brochures/) for the latest version.