



Customer 1st

Resident Involvement Bulletin



Family Housing Association
(Birmingham) Ltd

Issue 7 - Dec 2009

Welcome to the *seventh* edition of the “Customer 1st Bulletin” designed to keep you informed about the Resident Involvement activities and projects taking place within the organisation. We hope you have been enjoying the summer break and looking forward to the activities planned for the next quarter!

Features:

- Staff Recruitment
- National Tenant Voice
- New Customer 1st Officer
- Dates for your diary
- Leaseholder Group Update
- Resident Service Inspectors
- Computer Training
- Resident Articles Needed!
- You said - We did

HAVING YOUR SAY IN STAFF RECRUITMENT

As part of our commitment to placing residents at the heart of Family we are looking for residents who would like to be involved in the recruitment of staff within the organisation. You will be fully supported and trained to work with managers to ensure we are employing the right people in the right jobs.

For more information contact the Customer 1st Team on 0121 766 1100



CUSTOMER 1ST OFFICER

DATES FOR YOUR DIARY

Meetings
&
Training



Scrutiny Road Show - Training
Thursday 3rd December

Resident Service Inspectors Meeting
Wednesday 9th December

One Voice Meeting - Rent Increase
Thursday 12th January

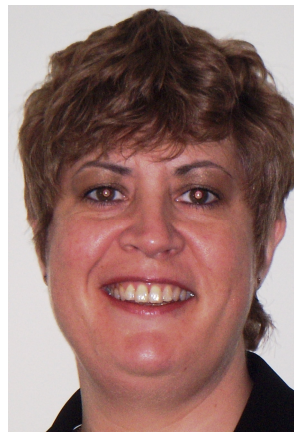
Better Homes Service Group
Tuesday 14th January

Resident Service Inspectors H&S Training
Tuesday 19th January

Customer Contact Service Group
Wednesday 20th January

Safer Cleaner Communities Service Group
Tuesday 2nd February

Improving Repairs Service Group
Tuesday 9th February



We would like to welcome **Joanne Ellis** who will be covering the Customer 1st Officer role whilst **Asha** is on maternity leave. We wish **Asha** well.

Computer Training Course

As publicised in the last edition of the Customer 1st Bulletin, Family Housing ran a free two day Computer Training Course in October. A number of Residents attended and they enjoyed the experience and built on their existing skills and knowledge. Another computer course will be arranged in the near future, so if you are interested in any training to help you get involved please contact the Customer 1st Team on 0121 766 1100. As with all courses offered, training will be free.



Family Housing recognises that all Residents should be able to have a say in issues which affect their homes and communities. We therefore give genuine commitment to developing an effective Resident Involvement service.

LEASEHOLDER SERVICE GROUP UPDATE

Staff and Shared Owners / Leaseholders have been working together to agree on alternative options for involvement. The group preferred issue-based focus group meetings as and when there is a development. The group prefer annual meetings or events and web based information or discussions.

RESIDENT SERVICE INSPECTORS



A meeting has been arranged in December for the Resident Service Inspectors to discuss and agree on pilot inspection schemes. The pilot inspections will be carried out between December 2009 and March 2010. The Customer 1st Team will keep you informed of the outcomes of these inspections.



NATIONAL TENANT VOICE

As you may recall, letters were sent to residents informing them of the opportunity to apply and be representatives on the National Tenants Voice (NTV). The structure of the NTV will include a National Tenant Council of 50 tenants across the country. The Council will act as a sounding board on housing policy issues and will be formed to reflect as closely as possible the profile of social housing tenants on a national scale. We would like to wish the best of luck to those residents who have applied to be on the National Tenants Voice.

Improving repairs	
You Said... it's difficult for you to keep the 9am -5pm repairs and neighbourhood services appointments due to work commitments.	We Did... We are now offering repairs and neighbourhood services on Mondays until 7pm and also repairs on Saturday mornings.
Customer Contact	
You Said... that Family needs to review service 1st standards and ensure that Residents receive services that meet targets set in service standards.	We Did... a comprehensive consultation exercise regarding information provided in the service 1st standards booklet. Residents will be updated on the outcomes.
Better Homes	
You Said... you want to be more involved in every aspect of the design and shaping the way improvement works to your homes are carried out.	We Did... The Better Homes Service Group reviewed the asset management strategy to ensure that residents receive services that represent Value for Money and are happy with standards of service delivery.
Safer Cleaner Communities	
You Said... you want to visit some of our schemes that are going to benefit from the environmental improvement bids.	We Did... arranged a site visit in December for those residents who took part in the environmental improvement bids.

We are looking for Residents to write articles for the next issue....



RESIDENT ARTICLES

Articles should be no more than 250 words in length.

Articles should: -

- Be your own work
- Be of interest to other Residents
- Be handwritten or typed