



Customer 1st

Resident Involvement Bulletin



Family Housing Association
(Birmingham) Ltd

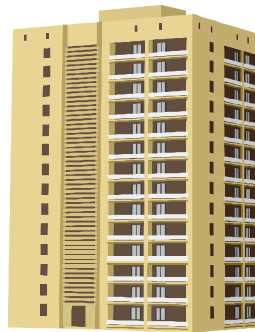
Issue 6 - August 2009

Welcome to the *sixth* 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!

COMMUNAL AREA IMPROVEMENTS

In July we held a consultation event at Dolphin House for the Communal Area Improvements where residents had the opportunity to choose their floor and wall coverings as well as viewing new doors, lighting and fire safety equipment. Resident feedback has been good and their choices have now been built into the improvement programme which is now well underway.

For more information contact the Customer Services Team 0121 766 1100



Features:

- Call Centre Update
- Communal Areas
- Corporate Strategy
- Dates for your diary
- Debt Advice
- Tenant Inspectors
- Tenant Services Authority
- Question Time
- You said - We did

CALL CENTRE

July has also seen residents visiting Solihull Community Housing to see a demonstration on the new call handling system and to plan mystery shopping exercises ready to test the new service in September.

DATES FOR YOUR DIARY

Meetings & Training



Dates for your diary



One Voice Residents Forum
Wednesday 16th September

Lease Holder Views Service Group
Thursday 15th October

Customer Contact Service Group
Wednesday 21st October

Improving Repairs Service Group
Tuesday 27th October

Safer Cleaner Communities Service Group
Thursday 29th October

Better Homes Service Group
Wednesday 4th November

One Voice Residents Forum
Tuesday 17th November

Following resident consultation about the type of training you would like to see made available we can now advise we will be holding the following training sessions later in the year:

Computer Skills
September 2009

Understanding Social Housing
November 2009

Chair/Minute Taking
March 2010

Places maybe limited so if you are interested in attending please contact the Customer 1st Team on 0121 766 1100.

Staff News

Kandyce Downer has been successful in applying for the position of Employment Development Officer, working in this role from 9am-1pm whilst still maintaining her Customer 1st Assistant role between 2-5pm.

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.

Improving repairs	
You Said... You want Family to improve the standard of empty properties before re-letting.	We Did... In consultation with Residents we are now in the process of revising the policy.
Customer Contact	
You Said... The Tenants' Handbook needs to be reviewed and made smaller.	We Did... Family and Service Group members are re-designing the Tenants' Handbook.
Better Homes	
You Said... Most communal areas are run down and need new flooring and wall redecoration.	We Did... We are carrying out communal area improvements and Residents were involved in choosing colour schemes.
Safer Cleaner Communities	
You Said... You want Family to review the Neighbourhood Strategy and clearly indicate Tenant and Family responsibilities.	We Did... The Neighbourhood Strategy and Toolkit have been reviewed by Service Group members.
One Voice Residents' Forum	
You Said... You are not always able to attend meetings so would like other ways to get involved.	We Did... Family are working with Service Group members to decide better ways of involving Shared Owners.



POINTS MEAN PRIZES

We are always pleased when Residents get involved. Each time you get involved we will award you with 10 points which will be issued as a £10 shopping voucher in our Points Mean Prizes scheme. We also ensure that any childminding and travel cost are covered and we provide refreshments at all of our meetings.

Your next deadline for cashing in is October.

TENANT SERVICES AUTHORITY

In partnership with the Midland Network for Resident Involvement we will be holding our own local Conversation where residents will be invited to put their views forward about what matters to you. This will take place in September and if you keen to attend please call the Customer 1st Team

TENANT INSPECTORS

Family held two training sessions for residents and both received positive feedback. Following a wider staff session the Tenant Inspectors programme will be launched in October.



MONEY MATTERS

FHA in consultation with residents are currently selecting a provider for independent debt advice. Residents have been involved in short listing and interviewing potential providers. We will keep you informed as to when the service will be up and running.

QUESTION TIME



How can I protect myself from Swine Flu?

The best thing you can do to protect yourself is to follow good hygiene practices. These will help to slow the spread of the virus and will be the single most effective thing you can do to protect yourself and others from the infection.

When you cough or sneeze it is especially important to follow the rules of good hygiene to prevent the spread of germs:-

- Always carry tissues
- Use clean tissues to cover your mouth and nose when you cough or sneeze
- Bin the tissue after one use
- Wash your hands with soap and hot water or a sanitiser gel often

For more information contact your GP.

CORPORATE STRATEGY

Family is currently reviewing its Corporate Strategy which sets out the aims and values of the organisation. As part of this process we invited staff and residents to attend focus groups to gather their views and opinions about where Family is now and where we should be heading. The ideas and feedback will help to form the basis of the new corporate strategy which is being produced later this year.

RESIDENT ARTICLES

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

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