

Customer 1st Resident Involvement Bulletin

Issue 14 | December 2011



Welcome to Family Housing's Customer 1st Bulletin, designed to keep you informed about the Resident Involvement activities and projects within the Association.

A big thank you to everyone who attended our Stop Smoking Focus Group on 22nd September 2011. The session was really successful and informative. Some of the residents who attended have now joined service groups.

Coffee Morning

Come and join us at our offices at Dolphin House for a Coffee Morning on 13th December from 11am -1pm to discuss issues that matter to you including the Welfare Reforms.



Site Visit to Bearwood Road

Residents on the Better Homes Service Group will be visiting our new build properties at Bearwood Road. If you would like to join any of the service groups, please call us on 0121 766 1100.

RESIDENT SERVICE INSPECTORS



The Resident Service Inspectors are currently reviewing the Voids (Empty Homes) process at Family Housing. Their findings and recommendations will be discussed at the next round of Service Groups and One Voice in January 2012. We will keep you all updated on the outcomes.

CONGRATULATIONS!

Clare O'Driscoll had a baby girl on 18th November. Baby Harlow weighed 5lb 9oz. Both mother and baby are well.



Dates for your Diary

Better Homes

Thursday 19th January, 10am -12.00pm
Dolphin House, Conference Room B

Improving Repairs

Tuesday 24th January, 6.00- 8.00pm
Dolphin House, Conference Room B

Customer Contact

Wednesday 25th January, 6.00-8.00pm
Dolphin House, Conference Room B

Safer Cleaner Communities

Thursday 26th January 10am -12.00pm
Dolphin House, Conference Room B

One Voice

Tuesday 7th February 6.00pm -8.30pm
Dolphin House, Conference Room B



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.

Next Step - Helping you get on in work and life

Sometimes it's hard to know what steps to take to move on in work and life. This is where Next Step can help. Next step offers careers and skills advice to fit your individual needs.

We can help you:

- Find Learning & training that is right for you
- Improve your reading, writing & maths
- Find out about funding to support your learning
- Develop your CV
- Improve your interview and presentation skills

If you are interested please contact Heather Walden on 0121 766 1100.

School Work Experience

If you have a child aged between 14 and 16 looking for an exciting school work experience placement, we can help. We are offering up to four work experience placement at Family Housing that will last for one week.

The placements are going to be available between May and July 2012. If you would like more information about how to apply, please call us on 0121 766 1100

Save Energy – Cut Bills

Our Green Doctor can help you with:

- Free advice to cut down your gas and electricity bills
- Free draught-proofing strips, low energy light bulbs, power down plugs and water saving devices

The Green Doctor will visit you at home to give advice on reducing the cost of your gas and electric bills. For more information, please call us on 0121 766 1100.

You Said We Did

<p>You said... We want our communities to thrive and to be places where people want to and choose to live.</p>	<p>We Did... Our Community Investment Team provides assistance to our tenants and all residents living in the communities we serve. This includes training & employment opportunities, helping prevent fuel poverty and health and wellbeing.</p>
<p>You Said... We want more ways for residents to get involved particularly young people.</p>	<p>We Did... We have now introduced more opportunities for involvement including facebook, twitter, coffee mornings and Focus Group meetings.</p>
<p>You Said... Rubbish/Litter is a big problem in the neighbourhood.</p>	<p>We Did... We are carrying out regular scheme inspections to identify areas where cleaning is required to prevent the build up of rubbish.</p>
<p>You Said... The overall quality of our homes is important to us.</p>	<p>We Did... We have plans in place to improve homes as part of the planned maintenance programme including cyclical painting, installing new kitchens and windows.</p>