



making your
views heard

Cestria Community Housing believes that tenants have a major role to play in decision-making. As a tenant of Cestria Community Housing, you know better than anyone what kind of service you are receiving and what you think could be done to improve it.



Noted below are a few ways in which you can be involved and have your say. If you would like more information please contact us.

How to have a say

Through your Estate Services Officer

Your Estate Services Officer will be your main contact, but all staff are here to help deal with any concerns you have.

Completing regular satisfaction surveys

We carry out a range of customer satisfaction surveys to make sure that the service is meeting your needs. We act on the results of these surveys to improve and develop services.

Through a Tenants' and Residents' Group

These groups are democratic organisations which take up a range of issues on behalf of local residents. Cestria Community Housing ensures that Tenants' and Residents' groups are involved in local decision making through consultation and providing regular information.

Through an Informal Group

It is not always practicable to set up a Tenants' Association, e.g. where there are only a handful of houses. Cestria Community Housing works with these tenants on issues of concern.

Sheltered User Forum

Nominated representatives from each of the sheltered units meet regularly with officers to discuss issues relevant to them.

Service Area Groups

Some service areas have tenants as part of a working group. For example anti-social behaviour working group, income management working group etc.

Cestria Community Housing Board

The Board of Cestria Community Housing has five places reserved for tenants. The Association will consult on the process for finding new Tenant Board members as necessary and will publish the process in its annual report.

Cestria Community Housing Shareholder

Did you know you can become a shareholder in Cestria Community Housing? Any tenant not in breach of their tenancy agreement is eligible to become a shareholder. The cost of a share is £1 and the share does not carry any dividends or bonuses.

Being a shareholder enables you to take an active interest in the management of the Association, attend Annual General Meetings, approve the annual report and accounts, elect independent Board members and hold the Board to account.

If you would like to be a shareholder please see our leaflet – ‘Becoming a Shareholder of Cestria Community Housing’.

Tenant and Leaseholder Participation Compact

Cestria Community Housing has a Tenant and Leaseholder Participation Compact. This is a document which highlights the kinds of things tenants and leaseholders can receive information on and how they can influence the services given.

Would you like to be involved?

If you would like to be involved, please contact us at:

**Cestria Community Housing, Dunns, Bowes Offices,
Lambton Park, Chester-le-Street, Co. Durham DH3 4AN.**





We are committed to providing fair opportunity to access information.

If you would like information in another language or format, please call us on Freephone 0800 587 0001.

Also available in:



Visual impairment formats



www.cestria.org