



Resident
Involvement



We are committed to providing fair opportunity to access information.

If you would like information in another language or format such as Braille, audio or large print, please call the number below.

Arabic نحن ملتزمون بتوفير فرصة عادلة للجميع للحصول على المعلومات. إذا كنت تريد معلومات بلغة أخرى أو شكل آخر مثل لغة برييل أو تسجيل صوتي أو خط كبير فيرجى الاتصال بالرقم المبين أدناه.

Bengali তথ্য পাওয়ার ক্ষেত্রে সমান সুযোগ দিতে আমরা প্রতিশ্রুতিবদ্ধ। যদি আপনি অন্য কোনো ভাষায় বা ফরম্যাটে তথ্য পেতে চান যেমন ব্রেইল, অডিও বা বড় ছাপার অক্ষরে, তাহলে অনুগ্রহ করে নিচের নম্বরে ফোন করুন।

Chinese 我們致力於提供公平獲取信息的機會。如果您希望其它語言或格式的信息，如布萊葉盲文點字，音頻或大字印刷，請撥打如下號碼。

Hindi हम जानकारी की उपलब्धता के लिए उचित अवसर प्रदान करने के लिए प्रतिबद्ध हैं। यदि आप किसी अन्य भाषा या संरूप जैसे ब्रेल, ऑडियो या बड़े प्रिंट, के बारे में जानकारी प्राप्त करना चाहते हैं तो कृपया निम्नलिखित फ़ोन नंबर पर कॉल करें।

Polish Naszym obowiązkiem jest zapewnienie wszystkim równych szans w dostępie do informacji. Osoby pragnące otrzymywać informacje w innym języku lub napisane pismem Braille bądź w formacie dźwiękowym lub wydrukowane dużą czcionką, prosimy zadzwonić pod poniższy numer.

Punjabi ਅਸੀਂ ਹਰ ਕਿਸੇ ਨੂੰ ਜਾਣਕਾਰੀ ਹਾਸਲ ਕਰਨ ਦਾ ਬੁੱਢਵਾਂ ਮੌਕਾ ਮੁਹੱਈਆ ਕਰਵਾਉਣ ਲਈ ਵਚਨਬੱਧ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੌਰਮੈਟ ਜਿਵੇਂ ਬਰੇਲ, ਆਡੀਓ ਜਾਂ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵਿੱਚ ਜਾਣਕਾਰੀ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਨੰਬਰ ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu ہم معلومات تک رسائی کی خاطر مساوی مواقع فراہم کرنے کے لئے پابند عہد ہیں۔ اگر آپ کو یہ معلومات دیگر زبانوں یا شکلوں میں درکار ہیں مثال کے طور پر بریل، آڈیو یا بڑے حروف میں طباعت کی شکل میں تو، براہ کرم درج ذیل نمبر پر کال کریں۔



0800 587 0001



Introduction

Resident involvement is at the heart of everything we do. Our priority is to get as many residents involved as possible. It's great news that so many residents are already involved and are helping us to improve our services.

This leaflet explains why and how you can get involved. Your involvement can be as much or as little as you want to give, it's entirely up to you.

Cestria Community Housing welcomes all residents to help us to make a difference to your community whatever your age, disability, gender, sexual orientation, race, religion or belief.



As a resident, your views and ideas are important to us and could make a big difference to you and others in your community.



Resident involvement is about making a difference and helping us to improve our services in ways that you want to see. We need your help to improve it further. So why not get involved? Please contact our Community Engagement Team by telephone on **0191 385 1931** or **0191 385 1932**, via the website at **www.cestria.org** or by sending an email to **tenantinvolvement@cestria.org**

We can provide transport for residents, or reimburse fuel costs to those who use their own car. We will also pay for childminding and care expenses if we are provided with a receipt (which must be from a registered child minder or care agency). In addition, we offer extra assistance for those with mobility problems.

Refreshments are provided at meetings which are informal and friendly, and everyone's views are valued and respected.



“Getting involved is the best decision I ever made. I get to have my say on the decisions Cestria makes and I have met lots of people and made many new friends. All the meetings are friendly and informal, I have learned so much. The staff are great and they really value my views and opinions! I would recommend getting involved to anyone”

*Nancy Pearson
from Perkinsville*



"I'm making a difference to the community and so can you!"

John Hindson from Pelton Fell

John Hindson at a Reference Group meeting

Why get involved?

There are a number of reasons for you to get involved.

You can:

- Help Cestria to improve the services we provide.
- Work in partnership with Cestria to improve your neighbourhood.
- Learn more about what Cestria Community Housing does.
- Meet other residents and staff.
- Have fun.

There are lots of ways to get involved and our menu of involvement ensures there is something for everyone. If you wish you can even get involved from the comfort of your own home and work at a pace which suits you.



Your involvement can take a number of forms, from occasional contact with Cestria, through to attending regular meetings and everything in between.

The following pages will give you a flavour of some of the opportunities which are available to you.

Low Level Involvement

Low level involvement means occasional contact such as:

- **Telephone Surveys**

Answer survey questions over the telephone from time to time.

- **Postal Surveys**

Complete and return postal surveys at your own leisure in the pre-paid envelopes we provide.

- **Calendar Group**

Residents attend one or two meetings per year to agree pictures and content to put in our calendar.

- **Competition and Awards**

Taking part in our annual Garden Competition and the annual Neighbourhood Awards.

- **Local Events and Training**

Attending local events such as consultation events or training courses.

- **Estate Walkabouts**

Our Estate Services Officers regularly organise estate walkabouts on each estate. By joining an estate walkabout you can have your say about what is important to you.



The annual Garden Competition

Medium Level Involvement

Medium level involvement means occasional meetings. We have a range of groups you can join and help us improve our services:

- **Mystery Shopping**

Approach our staff with an enquiry and score us on the level of service you receive.

- **Sheltered User Forum**

This group meet every two months to discuss topics relating to their sheltered units and Cestria Care.





Mr and Mrs Webb were the winners of Cestria Garden Competition 2009

- **Performance Improvement Group**

This group receives updates on our performance which enables them to review, monitor and challenge us if they think we are not achieving our targets. This group meet every three months.

- **Grounds Maintenance Inspectors**

Residents inspect the works carried out by our Community Caretaker Team in their own community, for example grass cutting. They complete and return a satisfaction survey. This ensures that if any problems arise we can address them quickly. The inspectors meet twice a year to discuss the service and suggest ways in which we can improve further.

- **Income Management Group**

The Income Management Focus Group meets regularly to discuss the performance of Cestria's Income Management Team and ideas for improving the service.

Recent meetings have resulted in a new style of rent statement with more information presented in a more accessible way and amendments to arrears letters.

- **Monitoring our Promises Group**

We made 50 promises to our residents when we transferred from the council. A group of residents meet every three months to monitor our progress on those promises.

- **Anti-Social Behaviour Group**

This group discuss changes to legislation, including policies and procedures. This group are also updated on any current work that our Anti-Social Behaviour Team is undertaking.

- **Website Group**

This group meets monthly. Staff inform the group of the new topics we are going to add to our website and ask the group what they think. The group also tell staff about their own ideas, many of which have been added to our website:

www.cestria.org

- **Readers Group**

The group meets as and when necessary to proof read our leaflets and letters and to make sure they are clear and easy to understand.



- **Void Working Group**

This group is made up of officers and residents who look at the empty property process (or voids) to see if any further improvements can be made.

- **Customer Service Group**

The Customer Services Group works with Cestria to improve access to Customer Care. This Group will also play an important part in the development of the Customer Services Strategy as well as reviewing customer complaints.

- **Disability Working Group**

This Group looks at the services that Cestria provides for Disabled residents and how these can be improved. This Group will meet bi-monthly at the Bowes Offices.

There are other ways to get involved, for example:

- **Tenant Shareholders**

Tenants can become shareholders which allows them to attend and vote at the AGM.

- **Join or start a Residents Group in your neighbourhood**

Your Tenant Liaison Officer can put you in touch with your local residents group or help you set up your own residents group.



High Level Involvement

- **Cestria Reference Group**

Residents meet once a month at our offices at Bowes. This group is Cestria's main consultation group. It helps Cestria shape projects and members are often the first to know about future developments. The agenda is always full and varied and residents can suggest their own agenda items.



Some of the members of the Cestria Reference Group

Very High Level Involvement

- **Board Members**

Tenants can also become Board Members and all vacancies are advertised in the Cestria Courier.



Want to know more?

If you would like further information about all or some of the involvement opportunities which Cestria has, there are a number of ways you can contact Cestria including;

- Phoning the Community Engagement Team on **0191 385 1931** or **0191 385 1932**.
- Visiting either the Bowes Office or the One Stop Shop.
- Visiting our website **www.cestria.org**
- Sending an email to **tenantinvolvement@cestria.org**
- Sending a letter to Cestria
- Completing the form on the page opposite and returning it to Cestria at the Bowes Offices, or the One Stop Shop.

*Act now and
get involved so
you can make a
difference to your
neighbourhood.*



Would you like to get involved?

Please tick any of the boxes next to the involvement you are interested in:

- | | |
|---|--|
| <input type="checkbox"/> Resident Involvement Database | <input type="checkbox"/> Performance Improvement Group |
| <input type="checkbox"/> Telephone Surveys | <input type="checkbox"/> Readers Group |
| <input type="checkbox"/> Postal Surveys | <input type="checkbox"/> Join or start a Residents Group in Your neighbourhood |
| <input type="checkbox"/> Calendar Group | <input type="checkbox"/> Garden Competition |
| <input type="checkbox"/> Cestria Reference Group | <input type="checkbox"/> Neighbourhood Awards |
| <input type="checkbox"/> Mystery Shopping | <input type="checkbox"/> Become a Shareholder |
| <input type="checkbox"/> Sheltered Unit Forum | <input type="checkbox"/> Apply to become a Board Member |
| <input type="checkbox"/> Grounds Maintenance Inspectors | <input type="checkbox"/> Estate Walkabouts |
| <input type="checkbox"/> Income Management Group | <input type="checkbox"/> Website Group |
| <input type="checkbox"/> Monitoring our Promises Group | <input type="checkbox"/> Customer Services Group |
| <input type="checkbox"/> Anti-Social Behaviour Group | <input type="checkbox"/> Disability Working Group |
| | <input type="checkbox"/> Equality and Diversity Group |

Continued overleaf



Suggest Your Own Ideas for a Working Group:

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<p>Your contact details</p> <p>Name:</p> <p>Address:</p> <p>.....</p> <p>Telephone:</p> <p>Mobile:</p> <p>Email:</p>

Don't forget we will cover any out of pocket expenses.

Please detach this reply slip and return it to the address shown on the back of this leaflet.



Joan Barnes, a Cestria tenant from Bournmoor receiving a 'Certificate of Commendation' from Vera Codling (Vice Chair of Cestria Board) at the Neighbourhood Awards 2009



How to contact us

Cestria Community Housing

Bowes Offices, Lambton Park

Chester-le-Street DH3 4AN

Tel: 0191 385 1900

Website: www.cestria.org

Opening Times

Monday-Thursday 8.30am - 5.00pm

Friday 8.30am - 4.30pm

One Stop Shop

166 Front Street, Chester-le-Street DH3 3AZ

Tel: 0191 385 1944

Opening Times

Monday-Thursday 9.00am - 5.00pm

Friday 9.00am - 4.30pm

**Please contact the Community Engagement Team
to discuss ways that you can get involved:**

Tel: 0191 385 1931 or 0191 385 1932

Email: tenantinvolvement@cestria.org

