



Resident Involvement



Influence decisions about your home and the service you get

Why get involved?

We need you, our residents and other people in the communities where we work, to help us to provide a better service. Our tenants have varied lifestyles and different interests so we have a wide range of ways to get involved. You should find something to suit you - if you don't then please tell us.

Making it easier to get involved

If you want to get actively involved, we can help you by using our meeting rooms. We can give you funding for residents groups or money for community events like street parties. We'll always offer to pay your expenses for travel or childcare costs. .



We got involved!

Stonegates kids loved their street games with play workers. The idea for the play project came up in an involvement meeting and we made it real.

Extra dates - focus groups and working groups

We regularly have focus groups on particular issues, like anti-social behaviour, where we get a more accurate view of what you want.

Get together with like-minded people

If you want to join or set up a residents' association we can give you training and start-up funding.

Keeping you informed

Unity News - We send all of our tenants a quarterly newsletter, giving them quality, easy to understand and up-to-date information.

Website - Our website has details on opportunities to get involved and has up-to-date information on our latest events, meetings and consultations.

Emails - You can contact us by email, at uha@unityha.co.uk. If we have your email address on our system we may send you details of events and opportunities that may interest you.

Finding out what you think

Satisfaction slips - You might have just had a repair done, or a new kitchen fitted. Perhaps you've made a complaint. We will send you satisfaction slips to find out how pleased you are with the outcome in such cases.

Surveys - We will send you surveys for a number of reasons. Perhaps we want to find out how well you are settling into your new home or maybe we're thinking about changing something where you live and we want your views.

Focus groups - Sometimes we need your advice and input when we're thinking about making changes.

Mystery shopping - you can help us by becoming a 'mystery shopper' and inspecting the standard of communal cleaning and gardening. You will report your findings back to us so we know how to improve service in the future.

Formal relationships

We have a regular panel that you can join.

Tenant Panel: This group of tenants meets once a month. They have a direct influence on Unity's most important services, like the planned maintenance programme (new kitchens, bathrooms etc.), selecting our contractors and keeping an eye on our estates,

In addition to the monthly meetings, they do practical on-site inspections and meet up with tenants from other housing associations.

Scrutiny Panel: Supporting co-regulation at Unity, this small group of tenants meet every three months to closely examine how Unity is performing. This role takes reliability, dedication and training and is more formal than a Tenant Panel.



We got involved!

One group of seven tenants had never done anything like this before, but enjoyed telling us where to spend £200,000 on environmental improvements.

Board membership

If you are interested in becoming a board member, please contact our Corporate Services department:

 **0113 200 7719**

 **uha@unityha.co.uk**

Leeds Collaborative Group

Our most active tenants meet up regularly with other housing associations. They work to raise standards and fight for tenants' rights.

Regular dates

Want to know more? Call our Tenant Neighbourhood & Involvement Officer on **0113 200 7743**. We publish a calendar of events in Unity News and on our website at www.unityha.co.uk.

Tenant Panel – every month

Generally the first Tuesday of the month. We run two sessions, one in the afternoon and one in the evening to make it accessible to as many people as possible.

Meetings are open to everyone who can make a commitment to come regularly.

Problems understanding?

If you need any of our information translating or if you need an interpreter, please contact us. We can also provide this information in large print or on CD if you need us to.

Contractor reviews – every year

Our Tenant panel members interview our contractors every February/March. They talk about problems with their service or give them praise when things have gone well.



Scrutiny Panel - every three months

Because this panel requires training, you have to apply to join it. They are not open meetings.

Tenant satisfaction surveys - every year or two

We regularly do a big survey of all our tenants to find out how happy they are with our service and what changes they'd like to see in their neighbourhoods. Some years, we do a big survey instead. For instance in 2013, we'll be asking tenants about what they'd like replacing in their homes to feed into the next 5 year planned maintenance programme.

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