



Getting Involved





Getting Involved

We believe that Resident Involvement should be at the heart of everything we do and is essential to the success of our organisation. We recognise that residents should have the final say in what happens to their homes, their neighbourhoods and the service they receive.

There are many different ways you can get involved with our work. Details of upcoming events can be found on the www.neighboursandneighbourhoods.co.uk website. This website has been designed with residents for residents.

Residents Association

All our residents are automatically members of the Maidenhead and District Housing Association Residents' Association. The Executive Committee of this group represents the interests of all our residents and are there to make sure that the resident viewpoint is taken into consideration in everything that we do.

Three Members of the Residents' Association Executive Committee sit on the Board of Maidenhead and District Housing Association. Two members are on the Board of Bridgewater Housing.

Members of the Residents' Association are involved in many aspects of our work. This includes being consulted on all changes to our services, checking all our policies from the residents' view point and working with us on the appointment of new contractors.

Service Forums

You can come along to one of our regular Service Forums.

These are informal relaxed events held to provide us with your priorities on how we can improve our services and decide where time and money should be spent. The views and opinions gathered from these have a real impact on what we do. In the last year we have changed our repair priorities and opening times as a direct result of feedback from our residents.

Focus groups

We use focus groups to find out your views on a specific topic. They are small informal events, to help us gain more detailed feedback.

Mystery shoppers

We use residents as mystery shoppers to test the quality of our customer service against agreed standards. Full training is provided. The mystery shoppers can do this by phone, e-mail, letter, or visit.

Resident reading panels

We want all the written information which is available to residents to be written in plain English, so that it is easy to understand, relevant and useful. We have set up a resident reading panel, which read resident literature and gives us feedback from a residents' perspective.



Community action groups

We can help you set up a community or residents' group or a community project. Call us on 0800 876 6060 for more information.

Surveys

We carry out lots of surveys to check customer satisfaction with our work. If you fill these in you are giving us valuable feedback on our services.

Neighbourhood walkabouts

If you have concerns about your local area and you want to let us know, why not join your Area Housing Officer for an informal walkabout of your local area. This is an opportunity to raise any issues or concerns you have. Look on the 'Neighbours and Neighbourhoods' website or in Streets Ahead for details of future walkabouts.

Complaints, comments and compliments

We want to hear your complaints, comments and compliments about our service. So please tell us when we are doing something wrong – or right. All feedback on our services – whether it is good or bad – is valuable. It helps us to put things right when they are going wrong and tells us when the service is great. So please use our complaints scheme as much as possible, as your views and opinions play a major part in shaping our services.

www.neighboursandneighbourhoods.co.uk

More information on how to be involved can be found on our new community website. The link to the website is also found on the MDHA website. Residents are also able to contact the Residents Association Executive Committee direct and see

minutes of the meetings. The contact number is 07936 782268.

The community website has useful contacts and lists of all resident involvement activities taking place. You are also able to have a look at pictures of previous events. We would welcome any feedback or improvement ideas on the site from residents.

Getting involved

If you would like more information on getting involved, or would like to volunteer for any of the activities please call on 0800 876 6060 or email us on contact@mdha.co.uk.