

This leaflet tells you about opportunities to make your voice heard. It explains how we will keep you informed, consult you and how you can get involved in decision-making.

Your right to be consulted

We are happy to consult you and aim to hold meetings with residents at each housing estate at least once a year. You will be invited and are free to put items on the agenda and take a full part in the meeting. We will send you notes of the meeting within three weeks.

We must consult you if we want to make changes to your tenancy agreement, your home or the way it is managed. For example, we will ask for your views on:

- changes in the service we provide;
- the service charge; and
- major repairs, improvements or other changes to your home or estate.

How we consult

We will:

- tell you in writing about the proposal and invite your views;
- normally allow you four weeks to give us your views;
- make sure the issue is discussed at the regular meetings we hold with residents;
- ask residents' groups to comment; and
- if necessary, hold another meeting to give all residents concerned the chance to give their views.

We may alter the proposal in the light of the residents' comments but will not consult you again unless there are substantial changes. This helps avoid endless repeats of consultation. We will tell you the outcome and the reasons for our final decision.

If we are proposing major or planned works to your home, we will discuss it with you first and consult you at all stages – unless the work is very urgent. In an emergency we have the right to take action without giving you notice (see your handbook leaflet: *Repairs and maintenance*).

Getting involved

We offer various opportunities for residents to take part in the organisation and influence decisions. We see this as the key to providing the service residents want.

Residents' groups

We consult residents' groups on matters affecting their members and attend meetings when invited. If you and your neighbours would like to form a residents' group we will be glad to help. We can advise on a constitution, offer practical help, for example with printing and make a small grant towards setting-up costs.

Residents' panel

This is open to any resident and gives you an opportunity to influence decisions about our policies, procedures and improving services. The panel can challenge us, assess our performance and help to review our services.

Scrutiny panel

Some of our residents are part of the Scrutiny Panel. Their role is to review in great detail an area of our service looking at many sources of evidence and then writing a report of recommendations to the board. This is classed as 'higher level' involvement.

Talkback magazine

This is your newsletter which is produced three times a year. You are welcome to get involved in its production and to send in items for publication.

Estate walkabouts

Our management team holds walkabouts on each estate approximately every 15 months. Residents and our staff walk round the estate. Issues are identified and suggestions for improving the environment on the estate are made. It is also a good opportunity for us to check the level of the services provided, such as cleaning and gardening.

Surveys

We carry out estate satisfaction surveys every two years, asking for feedback on the standard of the services covered by your service charge (such as cleaning, gardening and shared lighting). We also survey residents after repairs and replacement works to our properties. We carry out a major survey of all our residents every three years. Surveys may often be available to complete online.

It may seem like we are always asking you to complete surveys but please don't ignore them – the information is really important to us in developing our services.

Making a complaint

Please tell us if you have any complaints about poor service or unfair treatment (see your handbook leaflet: *Making a complaint*).

Your right to information

As well as the information in your handbook, we keep you up to date through Talkback magazine and through regular meetings at your estate. Each year we will also send you a report showing what we have done and how we have performed against the standards and targets we set ourselves. You can view our policies and audited annual accounts on our website www.kenistonha.co.uk. Your housing officer will be happy to answer any other questions you have about us.

About you

Information about residents is confidential. We comply with data protection laws and will not release it to anyone else, except in limited circumstances as outlined in our Data Protection Policy. A copy of our Data Protection Policy & Procedure can be viewed on our website.

You can see any information we hold about you and check it is correct. All requests to see this information must be made in writing and we may require proof of your identity. You should receive access to your personal data within one calendar month of the request being made. The only information you cannot see is any correspondence from another person or organisation, information about others, or other information given in confidence. We will tell you if we have any record of this sort of information.

Hard to read?

If you would like this document in another format, such as large print or a coloured background, or if you would like this or any of our leaflets translated into another language, please contact our office:

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