

The following are additional initiatives planned to expand the ways you can be involved.



Development Planning

Useful for Helping us to spend money on improving and building homes in which you want to live.

Key Features An opportunity for you to give us feedback on the design and allocation of completed developments and or to be involved in the planning and development of new homes.



Resident Open Days / Events

Useful for Residents have the opportunity to meet each other and to learn about specific topics

Key Features Local or central events held to discuss a current issue. Allows officers to meet larger groups of residents to establish the communities views and issues.



Telephone Surveys

Useful for Direct contact with residents to find out views on specific issues

Key Features Provides instant one to one feedback

Resident Involvement is about you deciding on and telling us what you want for you and your community. There are many ways in which you can be involved in the Association's activities and shape the services we provide.

Below is a list of the current opportunities available to you.



Tenant Forum

Useful for Giving you the opportunity to be consulted and influence policy, standards and service delivery

Key Features Direct contact with other Residents and members of staff, including the Chief Executive. The Forum usually meets every 3 months at the Association's offices



Newsletters

Useful for Keeping you up to date with what is happening at Vectis and to give you information regarding matters that may affect you and the community. Sent at least twice a year to all tenants

Key Features You can be involved in the newsletter by writing articles or helping in its production.



Information leaflets

Useful for Supplying you with information about a subject affecting your home.

Key Features A leaflet sent to all residents affected by a specific issue, e.g. Resident Involvement.



Residents' Associations and Groups

Useful for Residents of an area to meet and discuss issues, relating to their community and to be involved in the management of their homes.

Key Features Opportunity to work with the Association to resolve particular matters and to be involved with the problems affecting their locality. Ideal way to promote community spirit.



Home Visits

Useful for Residents who wish to discuss a matter on a one-to-one basis.

Key Features At the request of a resident a member of staff will visit them at home.



Focus Groups

Useful for A group of residents to talk about a particular issue with staff on a less formal basis.

Key Features Groups meet on a one off basis to discuss a specific topic.



Repair Satisfaction Forms

Useful for Supplying feedback on your satisfaction with our day to day repairs service

Key Features A copy of the works order is sent requesting you to comment on the standard of the service you

experienced. Your feed back is used as part of our Best Value reviews.



Formal Surveys

Useful for Establishing levels of satisfaction with all services provided by the Association and contractors

Key Features A questionnaire sent to all Tenants to provide information that is used to plan and review the way we work.



Board of Management

Useful for Tenants who have gained experience on the Tenant forum and wish to become involved with the governance of the Association.

Key Features Formal meetings held on a quarterly basis with the Chief Executive and other staff members in attendance. Involvement in decision making that effects all aspects of the Associations work.

Please return your ideas to:

Vectis Housing Association Limited
30 Carisbrooke Road
Newport
Isle of Wight
PO30 1BW

Tel: 01983 525985

Any Other Ideas?

If you have any other ideas or ways you or other residents could be involved please list them below and we will contact you to discuss it further.

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Name:.....

Address:.....

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Telephone No.:.....

Please tick the box if you are interested in joining the Tenant Forum