

## How Can I Get Involved?

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We are committed to involving our tenants, leaseholders and other residents on our estates and there's a range of ways in which you can get involved. Remember, you do not have to be a part of a Tenant and Resident Group to have a voice and help us to achieve excellent services!

So, basically **YOU** can decide how you work with us from a “menu” of choices!

### What are the choices on offer?

***Tenant and Resident Groups*** that cover your area and tackle local issues, including bidding for funding for environmental and community projects. These groups also hold regular meetings and social events. If you live in Sheltered Housing there is likely to be a group for your scheme, which is linked to the Sheltered Housing Tenants' Alliance that represents all Sheltered Tenant Groups.

***Stafford and Rural Homes Tenant and Resident Federation*** represents our tenants, leaseholders and residents in the area and works in partnership with us, and has clear aims and objectives. The group holds an open meeting every 4 weeks. For further details, contact the Tenant Participation Team by telephoning 01785 216789 or via e-mail on [tp@sarh.co.uk](mailto:tp@sarh.co.uk).

***Service Steering Groups*** have been set up to challenge services and plan improvements, and then monitor that improvements take place.



## How Can I Get Involved?

**Tenant Board Members** are involved at the highest level of decision making and share responsibility for making the Company work. A number of committees deal with specific business issues that may interest you. A full training programme is available to new Board members. Tenant Board Members are nominated by tenants and then voted in. For more information on Board membership, contact the Business Services Team on 01785 216612.

Full details of all these groups are on our website [www.sarh.co.uk](http://www.sarh.co.uk). If you have a particular interest in one or more of our service areas, contact us to get involved in these groups.

### Can I actually test that services work?

If monitoring our services is your interest, why not train to become a **“Tenant Auditor”** or a **“Mystery Shopper”**. All volunteers receive training and checklists to test services. Results are published to customers in our newsletters, and actions taken are fed back to you.

Join our **Estate Walkabouts** in 2007, where you can come along and help us to inspect our estates on an ongoing basis and promote and monitor improvements. Results are published to Tenant and Resident Groups and to residents on the estates themselves.

Attendance at our yearly **Tenant and Leaseholder Conference**, commencing in 2008, will keep you in touch with what's going on and may involve you in a launch of a major service initiative or development.

If you prefer to help us at arms length, why not take part in telephone, postal or online **surveys** that will help to inform our service improvements?

We can offer support to help you to complete forms, questionnaires and other documents. If you want to access this service, please contact the Tenant Participation team by telephoning 01785 216789 or via e-mail on [tp@sarh.co.uk](mailto:tp@sarh.co.uk).

## What Are Estate Walkabouts?

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#### What are we trying to achieve?

Attractive neighbourhoods where people want to live.

A whole list of factors influence the quality of a neighbourhood.

- Grounds maintenance
- Highway maintenance
- Street lighting
- Street furniture
- Graffiti
- Litter
- Dog fouling
- Vandalism
- Neglected homes and gardens
- Neglected property
- Garages and parking
- Anti-social behaviour
- The sense of community



#### What will the walkabouts contribute?

We want to be aware of problems and be able to deal with them. We want to know what things are concerning tenants and residents.

## What Are Estate Walkabouts?

### Will tenants and residents be involved?

Yes. The walkabouts will be publicised in an annual programme and the involvement of local tenants and residents, particularly those on local Tenant and Resident Groups, will be encouraged.

### How will I know what the walkabout has found?

Each walkabout will produce an Action List. This will list problems and who will deal with them. This list will be available to everyone on your estate.



### How often will they happen?

Estate Walkabouts will take place every 8 weeks with details being widely circulated beforehand. You can find details on the first round of Estate Walkabouts in the Involvement Calendar over the page.

### Will anything happen as a result?

Definitely. The Action Lists will be monitored and pressure applied to ensure problems are dealt with. Many of the problems may not be for Stafford and Rural Homes to deal with directly but we will be looking to partners (such as the Borough and County Councils, the Police, Community Groups and other Businesses) to play their part. Working together with tenants and residents we should be able to make a difference.

## What Is The Involvement Calendar?

### What is the Involvement Calendar?

The Involvement Calendar will be published annually. The aim of doing this is to ensure that you are well informed as to what events we are holding that you can come along and get involved in.

Further details on these events can be found on our website [www.sarh.co.uk](http://www.sarh.co.uk) and will also be published in your Tenants' Newsletter, Opening Doors.

Month	Date	Event
August 2007	1 <sup>st</sup>	Rural Roadshow – <b>Fulford</b>
	8 <sup>th</sup>	Rural Roadshow – <b>Great Haywood</b>
	15 <sup>th</sup>	Rural Roadshow – <b>Haughton</b>
	22 <sup>nd</sup>	Rural Roadshow – <b>Oulton</b>
	29 <sup>th</sup>	Rural Roadshow – <b>Doxey</b>
September 2007	3 <sup>rd</sup>	Tenants' Federation Meeting
	3 <sup>rd</sup>	Sheltered Alliance Meeting (AGM)
	3 <sup>rd</sup>	Estate Walkabout – <b>Rising Brook</b>
	5 <sup>th</sup>	Rural Roadshow – <b>Woodseaves</b>
	6 <sup>th</sup>	Estate Walkabout – <b>Highfields Estate</b> (Area 2)
	11 <sup>th</sup>	Estate Walkabout – <b>Holmcroft</b> and <b>Tillington</b>
	12 <sup>th</sup>	Rural Roadshow – <b>Blythe Bridge</b>
	12 <sup>th</sup>	Estate Walkabout – <b>Blythe Bridge</b>
	TBC	Opening Doors Magazine Published

## What Is The Involvement Calendar?

Month	Date	Event
October 2007	1 <sup>st</sup>	Tenants' Federation Meeting
	1 <sup>st</sup>	Sheltered Alliance Meeting
	29 <sup>th</sup>	Estate Walkabout – <b>Silkmore</b>
	TBC	Operation Impact
November 2007	1 <sup>st</sup>	Estate Walkabout – <b>Gnosall</b>
	5 <sup>th</sup>	Tenants' Federation Meeting
	5 <sup>th</sup>	Sheltered Alliance Meeting
	6 <sup>th</sup>	Estate Walkabout – <b>Cotonfields</b>
	9 <sup>th</sup>	Estate Walkabout – <b>Great Haywood</b>
December 2007	3 <sup>rd</sup>	Tenants' Federation Meeting
	3 <sup>rd</sup>	Sheltered Alliance Meeting
	TBC	Opening Doors Magazine Published
January 2008	7 <sup>th</sup>	Tenants' Federation Meeting
	7 <sup>th</sup>	Sheltered Alliance Meeting
	14 <sup>th</sup>	Estate Walkabout – <b>Barlaston</b>
	15 <sup>th</sup>	Estate Walkabout – <b>Littleworth</b>
February 2008	4 <sup>th</sup>	Tenants' Federation Meeting
	4 <sup>th</sup>	Sheltered Alliance Meeting

## What Is The Involvement Calendar?

Month	Date	Event
March 2008	3 <sup>rd</sup>	Tenants' Federation Meeting
	3 <sup>rd</sup>	Sheltered Alliance Meeting
	TBC	Opening Doors Magazine Published
April 2008	7 <sup>th</sup>	Tenants' Federation Meeting
	7 <sup>th</sup>	Sheltered Alliance Meeting
May 2008	TBC	Tenants' Federation Meeting
	12 <sup>th</sup>	Sheltered Alliance Meeting
June 2008	TBC	Tenants' Federation Meeting
	TBC	Sheltered Alliance Meeting
	TBC	Opening Doors Magazine Published

If you wish to attend any of the events or find out more about how you can get involved, please contact the Tenant Participation Team by telephoning 01785 216789 or via e-mail on [tp@sarh.co.uk](mailto:tp@sarh.co.uk).

## What Is The Tenants' Initiative?

### What is the Tenants' Initiative

Stafford and Rural Homes is committed to reflecting the views of its tenants in the delivery of its services. As part of this we, wish to give tenants across the Borough the opportunity to put forward suggestions for small-scale improvements within the areas in which they live. It is proposed that, by partnership working between our tenants, officers of Stafford and Rural Homes and contractors, we can enhance and promote community spirit and enable an improved standard of living.

The Tenants' Initiative Scheme (TIS) is funded through Stafford and Rural Homes' Programmed Budget. It is a pot of money that has been set aside to encourage and enable tenants to put forward proposals to enhance the area in which they live. This scheme allows tenants to have an active role in their community.

### Who can apply?

Applications are invited from formally recognised and constituted Stafford and Rural Homes Tenants and Residents Associations across the area. (If you would like assistance to set up a Tenant and Residents Group, please contact the Tenant Participation Team by telephoning 01785 216789 or via e-mail on [tp@sarh.co.uk](mailto:tp@sarh.co.uk)).



## What Is The Tenants' Initiative?

### What sorts of schemes are likely to be successful?

Schemes that are on Stafford and Rural Homes' land or property and which are in line with corporate policy will be considered against the following criteria:

- A scheme which improves the condition of one or more elements of a property or group of properties
- A scheme that reduces vandalism and/or the fear of crime within an area
- A scheme that helps to build community spirit
- A scheme that is targeted at elderly or vulnerable groups within the community
- A scheme that improves disabled access to a building, area or facility
- A scheme that exclusively or primarily benefits Stafford and Rural Homes' tenants, since it is rents that are funding this initiative.

It should be noted that the above criteria are not ranked in any order of importance and therefore it is necessary for the Judging Panel to apply a weighting to each part of their assessment process.

### Examples of successful bids

- The erection of security lighting and fencing around a group of properties
- The provision of an area of non-slip paving at a warden-linked scheme
- The improvement of a clothes drying area to the rear of flats
- The improvement of a garage forecourt area
- The provision of a play area (in partnership with other agencies)

## What is the Tenants' Resource Centre?

### What is the Tenants' Resource Centre?

The Tenants' Resource Centre opened its doors to all tenants and residents on 23<sup>rd</sup> April 2007. The Centre is a fully equipped office dedicated entirely to customer use. Equipment available includes a suite of PC's with internet access, a full range of Microsoft® Office software, colour printing and photocopying, and fax and telephone access. In fact, anything to progress the aims and objectives of Tenant and Resident Groups, or customers wanting to improve their neighbourhoods.

The Centre is open on Monday, Wednesday and Friday from 10:00am till 3:00pm and you can contact them via telephone on 01785 216799, via e-mail at [srhtrf@sarh.co.uk](mailto:srhtrf@sarh.co.uk) or in person at The Rurals.



The Centre is staffed by volunteers, who have a wide range of varied skills, including word processing, internet and e-mail usage. The majority of volunteers are currently experienced, involved customers who are all happy to help support and develop local tenants and residents who are trying to improve their neighbourhoods.

Services provided by the Resource Centre include, amongst others:

- Publicity – The design and publishing of flyers, posters, meeting agendas, minutes and survey forms
- Information on neighbourhood issues with regard to Stafford and Rural Homes and our partners
- Support and guidance to all customers

Further information can be found on our website at [www.sarh.co.uk](http://www.sarh.co.uk). On entering the website type 'Resource Centre' into the search box.