



Menu of Engagement

how you can get involved



Our Menu of Resident Engagement offers you a range of ways to have your say in how our services are delivered and to influence how the quality of services are improved.

Against each involvement option listed in this menu, we have identified the time commitment involved. This will enable you to choose an option/s for the level of involvement which suits you and your lifestyle. If you have special needs (for example, if you have difficulty leaving your home) we can adapt Menu of Engagement options to meet your needs.

Why get involved?

Getting involved brings many rewards. You can meet new people, learn new skills and directly change how services are provided to improve homes and communities. There has never been a better time to get involved, so please tick the relevant boxes and return the order form on the back of the menu.



Starters



Your Choice

Time Commitment

Become a 'Local Voice'

An opportunity to monitor the communal cleaning, window cleaning and grounds maintenance at your scheme.

15 minutes. Complete and return a satisfaction form monthly.

'Your Views from Home' Panel

Be consulted in the comfort of your home by joining the 'Your Views from Home' Panel. Receive information and give feedback on Trident services by post and telephone. Respond to surveys and consultations.

10 minutes. Every two months.



Community Meetings

These meetings are organised to discuss local issues in areas where there are no residents' groups, and/or where Trident has few properties. You can meet residents from your area, share ideas and concerns with staff and other residents.

2 to 3 hours. Two to three times a year, plus time taken to report back to members of your community.

Participate in Focus Groups

A group of 8 - 10 people have the opportunity to discuss topics around the services they receive.

2 hours. Three times a year.

Become involved in the Trident Talk Editorial Panel

An opportunity to contribute to the content, design and layout of the residents' newsletter.

3 hours. Three to four meetings per year, plus time taken to report back to members of your community.

Become involved in a Sounding Board for residents with additional needs

Residents with additional needs can comment on the way Trident operates and is run. Information will be sent to Sounding Board members by post, in formats to meet individual needs, such as Braille or audio tape.

10 minutes. Monthly.



Mains



Your Choice

Residents' Associations / Groups

These are formed at the local community level and work with Trident. Groups hold a minimum number of meetings per year, including an Annual General Meeting (AGM). Residents' Groups carry out a variety of work including campaigning for improvements to their neighbourhood and organising social events.

Time Commitment

6 hours - Every 2 to 4 weeks.



Resident Board Members

Trident Board meetings are held on a regular basis to monitor and review the performance of services and plan new services. Residents who are interested in becoming Board members initially need to join the Housing Forum from which individuals are nominated to become a Trident Board member. Residents are nominated to become Board members when a vacancy occurs. Full training and support is given to Board members.

3 hours - Weekly.





Your Choice

Resident Steering Groups

Members participate in regular meetings, mystery shopping and customer satisfaction activities. Steering Groups are responsible for reviewing services, monitoring performance and identifying service areas for improvement. In addition, Steering Groups are able to make recommendations for improvements to Trident.

Time Commitment

Each meeting lasts around **3 hours**. In addition there may be background pre-meeting preparation. **Every 2 to 3 months**.

Housing Forum

The Housing Forum is a key part of Trident's accountability and regulation framework and is made up of resident representatives from across our schemes. The Housing Forum meets to scrutinise areas of services referred to them by the Steering Groups, or identified through service reviews, performance statistics, satisfaction levels, etc.

The research, preparation and review work of the Panel can take up to **3 hours every week**.



Desserts



Your Choice

Time Commitment

Attend a Community Event

Organised by residents and Trident, Community Events promote work being carried out or highlight particular issues. These events include local action days, open days, fun days and one day conferences.

2 hours. A few times a year.



Write an article for Trident's Residents' newsletter

Ensure that your voice is being heard by writing for your local newsletter.

2 hours. Every quarter.

Attend a training course

Take part in a training course to increase your knowledge of housing and related issues. Training is offered on a range of subjects including:

Dependant on course (see the Resident Engagement: Training Courses document).

Between 3 to 7 hours.

- The Law and Anti-social behaviour
- Equal Opportunities and Diversity
- Committee Skills
- Fundraising
- Reducing Barriers to Employment



Complete a repair satisfaction slip

By completing this form we can ensure our standards of repair are of the highest quality.

5 minutes. Once a repair has been completed.

Receive information only

Receive information on Trident services.

Minimal. A few times a year.



Please tick the box(es) which are of interest to you

Starters

- Become a 'Local Voice'
- Consultation at Home (Join the 'Your Views from Home' Panel)
- Attend Community Meetings
- Trident Talk Editorial Panel
- Focus Groups
- Sounding Board for residents with additional needs

Main courses

- Residents' Associations / Groups
- Resident Board Members
- Resident Steering Groups
- The Housing Forum

Desserts

- Attend a Community Event
- Write an article for the Residents' newsletter
- Attend a training course
- Complete a repair satisfaction slip
- Receive information only

Thank you for your time. Please give this order form to a member of Trident staff, or tear it off and post it back to Trident at the address shown on the back of this leaflet. We are looking forward to hearing your views.

Your name: _____

Your address: _____

Phone number: _____

Email address: _____

Trident Housing Association

239 Holliday Street, Birmingham B1 1SJ
Tel: 0121 633 4633

Office Hours:

Monday - Thursday 8.30am - 6.00pm

Friday 8.30am - 5.00pm

Saturday 9.00am - 1.00pm

Out of office hours:

Tel: 0121 643 0833

www.trident-ha.org.uk



If you would like this booklet in any other format, for example, Braille, large print or audio, please contact Trident Head Office on 0121 633 4633.

