



HAVE YOUR SAY

This booklet explains how you can tell us about any aspect of the service you receive. We have developed a range of opportunities which allow you to 'have your say' and tell us how we can improve our services.

Organisational Development

Do you want to get involved in?	How we will get you involved?	We will:	Date
The recruitment of Staff.	Train five customers to assist us in recruiting and selecting staff.	Run a recruitment and selection training course for customers in July/August 2009.	July - August 2009
The Trident Annual General Meeting (AGM)	Invite you to the Annual General Meeting on the 16th September 2009.	Promote the AGM through mailings, our website and Trident Talk.	16th September 2009
Developing our website.	Invite you to sit on the Website Panel to share your views and ideas on how we can make the website accessible and easy to use.	Invite four customers to sit on the Website Panel. We will seek the views of our customers through a survey on the website.	April 2009 - March 2010
Reviewing our policies and procedures.	Ask you about the services you have accessed and your ideas on how we can improve access to these services.	Seek your views through the Service Steering Groups, focus groups and surveys.	April 2009 - March 2010
New Information & Communication Technology roll-out	Ask you to monitor performance on the roll-out new ICT systems.	Seek the views of the Neighbourhoods and Service Steering Group	Quarterly

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Neighbourhoods and Services

Do you want to get involved in?	How we will get you involved?	We will:	Date
Reviewing how customers access our services and how we communicate with customers.	Ask you to review and monitor customer access to our services and the information we provide.	Seek your views through a Focus Groups. Provide training and support for you to conduct telephone surveys, customer satisfaction surveys and mystery shopping exercises.	April 2009 - March 2010
Training Courses which will develop your skills and knowledge and build your confidence.	Run a range of training courses for our customers. Invite our customers onto staff training sessions.	Plan a range of courses that will be delivered to customers by Trident staff, Matrix, Midland Network for Resident Involvement (MNRI) and other partners.	June 2009 then every 2 months
Reviewing the standard of service expected by our customers.	Use a range of ways to gather the views of our customers and feed them into the review of each of our service standards.	Seek the views of our customers through the Housing Forum, Service Steering Groups, Mystery shopping exercises, telephone surveys and focus groups.	June - August 2009
Reviewing the services delivered for our Leaseholders.	Talk to our Leaseholders about the services they currently receive, and ask them about which services they would like delivered in the future.	Seek the views of our Leaseholders through the Leaseholder Steering Group, A focus group and a postal survey.	April - July 2009

Do you want to get involved in?	How we will get you involved?	We will:	Date
Reviewing the Resident Engagement Statement 2009 - 10.	Ask you whether you feel that the Resident Engagement Statement has improved opportunities for you to get involved.	Seek the views of our customers through a Focus Group and a telephone survey.	January - February 2010
Producing the Resident Engagement Impact Assessment 2009-2010	Ask you to review and evaluate the impact of our Resident Engagement activities.	Seek your views through a Focus group	March - April 2010
Estate walkabout	Conduct an estate walkabout when a group of customers identifies an issue.	Promote all of our Estate walkabouts through letters, door knocking, the Resident Engagement Calendar, Trident Talk, posters and our website.	April 2009 - March 2010
Reviewing our Debt Advice Service.	Ask you for your views and ideas on accessibility and the quality of service provided to customers.	Seek the views of the Neighbourhoods and Services Steering Group and ask customers who have accessed this service to complete feedback forms and feedback views through a telephone survey.	January - March 2010
Review the effectiveness of our Single Referral Route.	Ask you to tell us about your experiences of become a Trident customer.	Seek the views of our new customers through a survey.	November - March 2010
Anti-Social Behaviour (ASB) Advisory Group.	Ask you about your experiences of accessing the ASB service and for your ideas on how we can improve the service.	We will recruit six customers to sit on the Advisory Group.	June - August 2009

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Reviewing our policies and procedures.	Ask you about the services you have accessed and for your ideas on how we can improve access to these services.	Seek your views through the Services Steering Group, focus groups and surveys.	April 2009 - March 2010
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Asset Management

Do you want to get involved in?	How we will get you involved?	We will:	Date
Developing services delivered through our Matrix Partnership	Invite you to sit on the Matrix Residents' Steering Group.	Ask the Asset Management Steering Group to nominate members for this role.	April - August 2009
Reviewing the standard of service delivered through our Decent Homes & Planned Maintenance works.	Train three tenant inspectors to conduct a review of the services provided in these areas.	Train you through the Matrix Resident Inspector Programme and co-ordinate a review of Decent Homes/Planned Maintenance.	May - July 2009
Inspecting the standard of work carried out in our empty (void) properties.	Train three tenant inspectors to conduct inspections of our empty (void) properties.	Deliver a range of practical workshops which will improve your knowledge and skills to allow you to conduct the inspections.	May - November 2009





Do you want to get involved in?	How we will get you involved?	We will:	Date
Improving the environment on your estate.	Ask you for your ideas and views on how we can improve the environment on your estate.	Consult with you through local consultation events and surveys. Seek the views of the Asset Management Steering Group and publish the 5 Year Plan on our Website.	April 2009 - March 2010
Being a Voice for your Local Area.	Ask you to tell us about the delivery and performance of services at your estate and about neighbourhood issues, e.g. Anti-social behaviour.	We will promote, recruit and support 20 customers as Local Voices.	April 2009 - March 2010
Sharing your views on the performance of our repairs and maintenance service.	Ask you to complete a survey every time a repair is carried out at your home..	Ensure that our contractor provides you with a satisfaction form whenever a repair is completed. You will be able to monitor satisfaction levels via the Asset Management Steering Group and the Annual Report.	April 2009 - March 2010
Reviewing our policies and procedures.	Ask you about the services you have accessed and for your ideas on how we can improve access to these services.	Seek your views through the Services Steering Group, focus groups and surveys.	April 2009 - March 2010



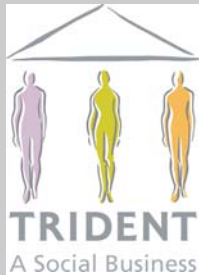
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Finance and Income Management

Do you want to get involved in?	How we will get you involved?	We will:	Date
Service charge reviews.	Ask you for your views whenever we propose changes to your service charge.	Seek your views through the Housing Forum, Services Steering Group, residents' groups and surveys.	May-December 2009
Monitoring how we are progressing with setting our rents in line with Government guidance.	Provide you with updates on our progress in setting rents in line with national guidance.	Keep you informed through the Neighbourhoods and Services Steering Group, our website and Trident Talk.	May-June 2009
Reviewing the letters which are sent out by our Income Management department.	Ask you to review and recommend changes to the standard letters and documents which we send out to customers.	Seek your views through a focus group.	May - December 2009

Do you want to get involved in ?	How we will get you involved?	What we will do.	Date
An Annual Survey to measure satisfaction with services and value for money.	Ask you about your experience of accessing our services and whether you feel we deliver/achieve value for money.	Seek your views through an annual postal survey and a telephone survey.	Jan - Mar 2010





If you are interested in sharing your views on any of the services you receive, please contact our Community Engagement Co-ordinator on 0121 633 4633 or E-mail: residentengagement@trident-ha.org.uk

Trident Housing Association
239 Holliday Street, Birmingham B1 1SJ

Tel: 0121 633 4633

Office Hours:
Monday - Thursday 8.00am - 6.00pm
Friday 8.00am - 5.00pm
Saturday 9.00am—1.00pm

Out of office hours:
0121 643 0883

www.trident-ha.org.uk



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Translation



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Audio

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