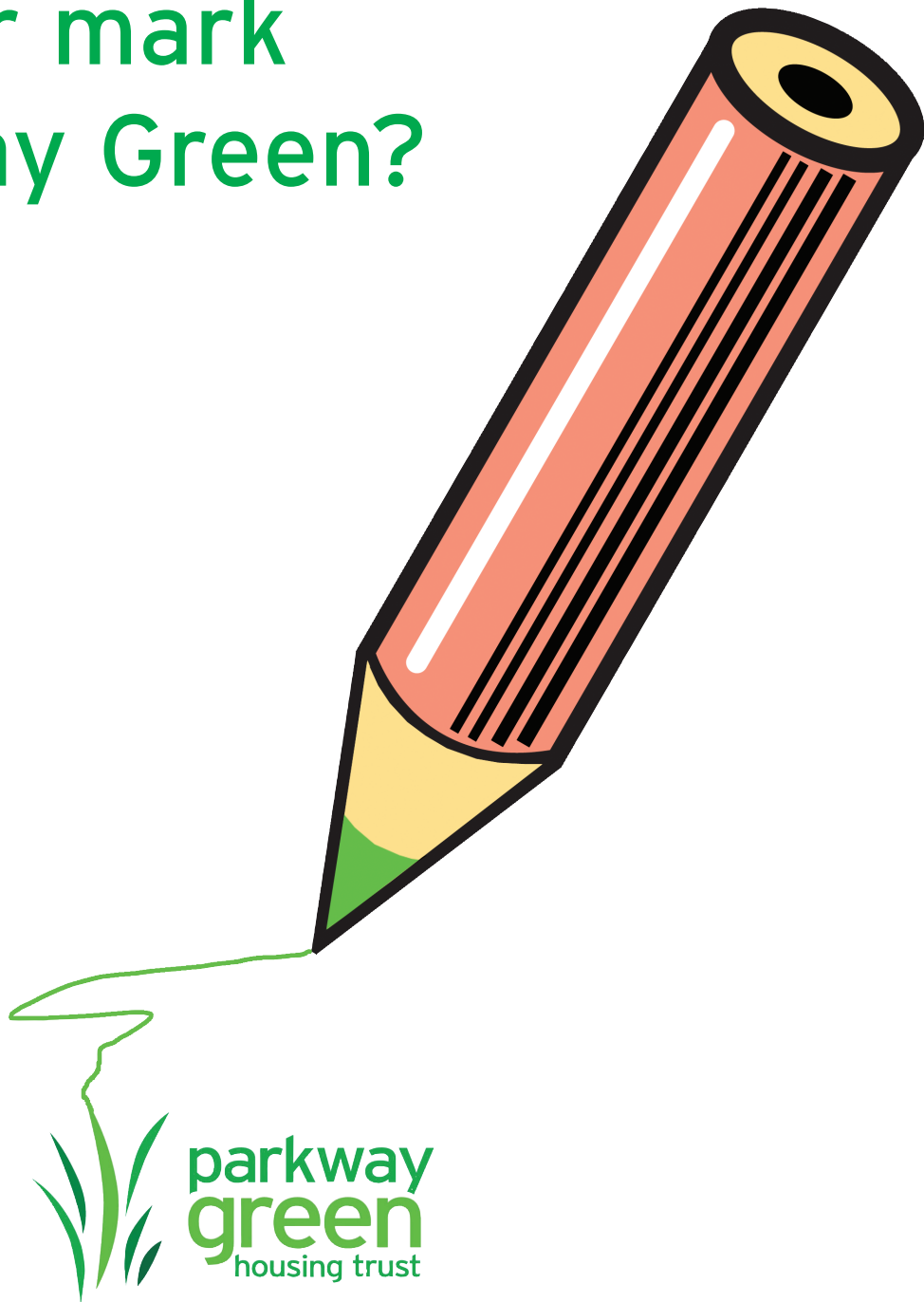


How will you make your mark on Parkway Green?

29 ways

to get involved
have your say
put your point
give your view
influence
participate
co-operate
get on board
share ideas
sign up
join in
put your hand up
contribute
have an opinion
lend your hand

Which way suits **YOU?**



A pull-out-and-keep guide to the choice of ways you can get involved in Parkway Green - now and in future.

29 ways to get involved.

Which way suits you?

In May 2007, our Tenants & Residents Committee and Board agreed our first resident involvement strategy. This is a summary. If you would like a copy of the strategy, or want to find out how to get involved, please contact our Tenant Liaison Officer Pedro Odjidja on 0161 946 6315.

Why do we need a resident involvement strategy?

It provides the framework within which residents can influence the service we provide, placing them at the heart of our decision making. Both the Housing Corporation (which regulates us) and the Audit Commission (which inspects us and showcases examples of good practice) require us to have a resident involvement strategy.

How can I get involved?

Board Member – 5 of the seats on the Board of Parkway Green are designated for Tenant Board Members. Any tenant can stand for election to the Board.

Tenants & Residents' Committee - a formal sub committee of the Board, the Tenant Board Members sit on this along with a leaseholder (see below) and one representative from each TRA. The Committee's vision is:

We will support Parkway Green Housing Trust to make services better and more accountable and make sure the tenant's voice is always heard.

Tenant & Residents' Associations (TRAs) – we provide funding for TRAs set up by residents. Our Tenant Liaison Officer will help anyone who wants advice, support and training in setting up a new group.

Leaseholder Task Group – any leaseholder (someone who has bought a flat from the Council or from us) can join this group, which has six members. We will produce a leaseholder handbook and a twice yearly newsletter.

Newsletter - we produce a quarterly tenant newsletter. Residents are on the editorial panel and housebound residents act as proofreaders.

Accommodation for TRAs - Parkway Green House has a community office and community meeting room for use by tenants' groups. Furniture and ICT equipment for TRAs is provided by a combination of financial assistance and recycling of surplus equipment. We also pay for each TRA to have one Broadband connection.



Pedro Odjidja

Environmental Improvements Liaison Groups – based on the three electoral wards, these groups give residents the opportunity to shape plans for the £9m environmental improvement programme.

Improvement Sub Committee - oversees the £90m improvement programme and enable residents to develop specifications and continue to improve resident satisfaction with the service.

Grounds Maintenance Liaison Group – residents and staff meet the grounds maintenance contractor every two months to monitor performance and discuss issues.

Estate Walkabouts – senior managers and TA representatives “walk the patch” on a monthly basis. The walkabouts are publicised in advance and residents are welcome to join for all or part of the walkabout.

Crime & Disorder Sub Committee – residents meet with Greater Manchester Police and our Nuisance Response Team every three months to discuss anti social behaviour issues.



Tenant Board Members Gina Hall and Stephen Mera

‘Snap’ Surveys – are carried out from time to time, building on current practice eg. we held an open day at our new offices in April 2007 and asked residents for feedback on the new building.

Internet Kiosks – located at both our offices, these give the public free access to get information about Parkway Green and other services.

GM Procure Liaison Group – two residents sit on the liaison group which meets quarterly to monitor service levels.

What other ways will we involve residents in future?

Telephone surveys – to monitor resident satisfaction with the repairs service and mobile cleaning.

Postal surveys – to monitor satisfaction with the Nuisance Response Team and general complaints handling.

Happy cards - to measure customer satisfaction with the quality of our reception areas and helpfulness of staff.

Resident membership – of our working groups looking at voids and repairs.

Mystery shoppers – will be recruited from amongst our tenants and trained to test various service areas.

Tenants Conference – we will hold a tenants’ conference for all tenants once a year on a theme chosen by the Tenants & Residents Committee.

Residents' Panel - will be set up to meet every three months and look at single issues, eg. in June 2007 we held a meeting to review the repairs service. We will consider incentives to encourage residents to attend these meetings and will also look at setting up a virtual group to consult via the Internet, e-mail and text messaging.

Youth Forum - to discuss any issues such as the proposed environmental improvement programme and the planning of youth diversionary activities.

Text Survey Group – to engage with younger residents we will set up a group who we can consult via text message. A text survey can provide feedback on a variety of simple issues quickly.

'Gazebo' Days – impromptu consultation events held on a street corner or grass verge and providing an information point on the estate to engage with residents without prior notice.

Annual Impact Assessment – each year we will ask independent consultants to review the effectiveness of our resident involvement strategy. We will share the results with the Tenants and Residents Committee and publish the results in our newsletter and on our website.

Information – we produced a tenants' handbook in April 2007, are in the process of developing a leaseholders handbook and have produced a booklet outlining the 5 year improvement programme.



Board Members Councillors Sue Cooley and Mike Kane

Diversity & Access - this group will have responsibility for engaging with hard to reach residents to ensure our services are accessible by all.

CAWT – we support our TRAs who wish to affiliate with other organisations that work with a local focus e.g. Combined Association of Wythenshawe Tenants (CAWT).

How much does Parkway Green spend on tenant involvement?

In addition to funding the Tenant Liaison Officer, we have a tenant participation budget of £15,000.

I want to get involved. What do I do?

Simple. Contact our Tenant Liaison Officer Pedro Odjidja on 0161 946 6315 or e-mail him on p.odjidja@parkwaygreen.co.uk.