

Your guide to...
**making your
voice heard**



Information
for customers of
Parkway Green
Housing Trust



Your guide to... making your voice heard

Parkway Green Housing Trust is committed to involving residents in the way we manage and deliver services. Parkway Voices (PV) is our growing database of over 500 residents who have told us they want to be involved in Parkway Green's consultation process.

If you want to get involved in our services, you can choose your preferred subject areas. For example:

- ➔ Allocations and lettings
- ➔ Repairs
- ➔ Anti-social behaviour
- ➔ Rents and arrears
- ➔ Tenancy Management
- ➔ Empty Properties

You can also choose the methods of involvement you prefer, to fit in with your lifestyle and commitments. You can see all the ways of getting involved in the table over the next few pages.

How much you want to get involved is up to you. You might choose to take part in a five to ten minute telephone or postal survey or maybe spend an hour or two going to a focus group or specific topic group.

If you want to join a Tenants' and Residents' Association, Resident Approval Panel, Tenant Scrutiny Committee or Neighbourhood Performance Panel, then meetings last about two hours.



How we will keep you informed

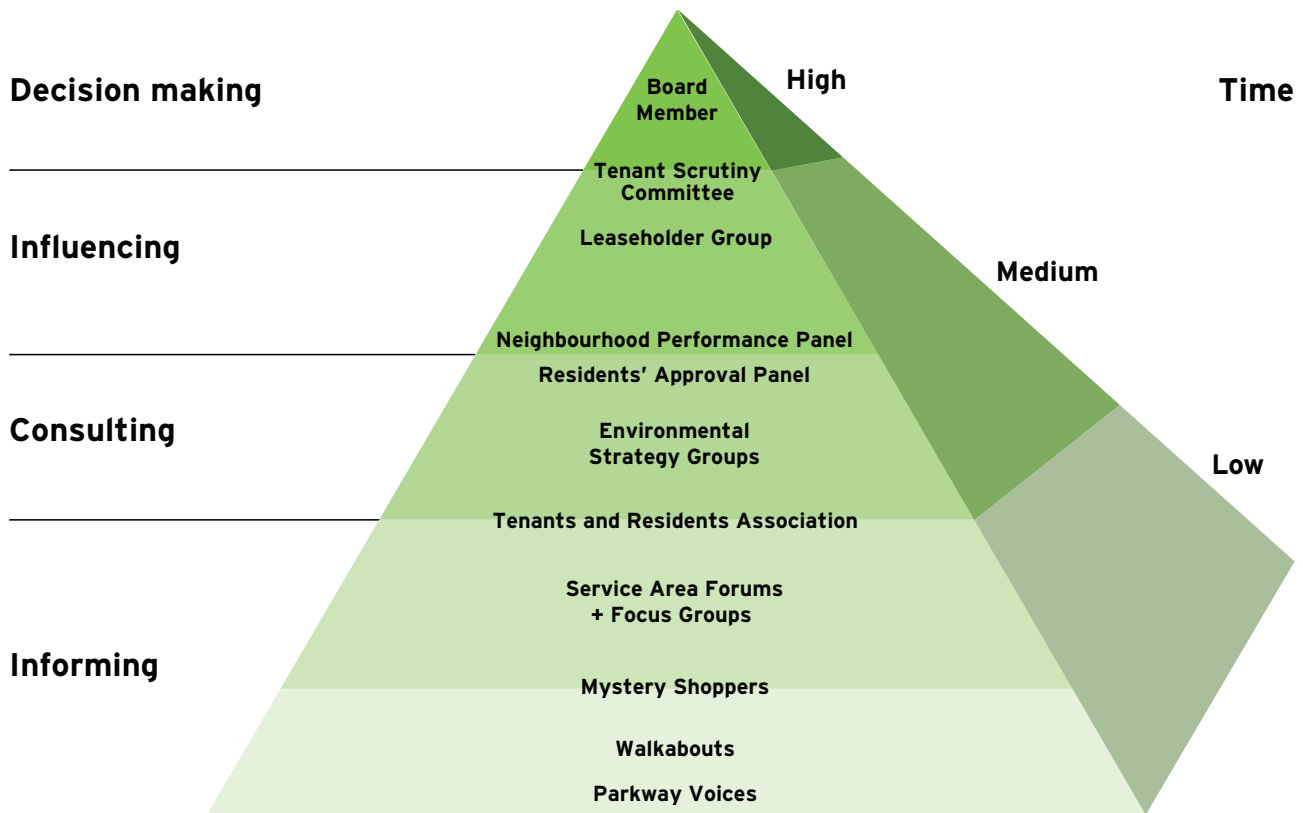
Even if you don't want to commit time to getting involved, we offer a range of events and activities to keep you informed and get your views.

Each year we hold a tenants' conference that any resident can attend. The topic or theme for the conference is chosen by the Tenant Scrutiny Committee and we invite expert speakers to talk about the conference theme. At the conference we also present competition prizes; including our Gardening Competition and Good Neighbour Awards.

We offer internet kiosks at both our Northenden and Baguley offices so residents can have free internet access to obtain information about Parkway Green Housing Trust and other local services. This saves time queuing at reception for information and the kiosks are available at any time during our office opening hours.

Pyramid Of Involvement

You can see from the diagram the variety of ways to get involved in our services and the time they take up. On the next few pages you can read more about each of the methods of involvement we offer.



Ways to get involved

Tenant Board Member				
What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
The Parkway Green Housing Trust Board has 15 elected members of which five are tenant Board members. The Board directs PGHT's future and makes strategic, operational and business decisions.	Decision making	Evening meetings last for three hours usually between 6-9pm at Parkway Green House	Meetings are held bi-monthly	You will be required to read board documents in advance of meetings

Tenant Scrutiny Committee (TSC)

What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
<p>The TSC consists of a representative from each of the recognised Tenants' and Residents' Associations and reports directly to the Board.</p> <p>The Committee ensures compliance with PGHT's values and objectives. It also helps to raise standards and influence service delivery priorities and improvements by challenging the Trust and effecting change in services provided. The Committee also scrutinises performance reports and influences target setting.</p>	Decision making and influencing	Evening meetings last for two to three hours and are held at Parkway Green House	Bi-monthly meetings	You will be required to read documents in advance of meetings

Neighbourhood Performance Panels (NPPs)

What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
NPP's are a way to get involved in local issues. They monitor performance across each neighbourhood to ensure that PGHT provides services that customers want and meet the standards that have been set.	Influencing, consulting and informing	Meetings last one to two hours, usually during the day at local venues	Monthly	No

Residents' Approval Panel (RAP)

What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
RAP members provide local news articles to The Parkway and Neighbourhood Officer Patch newsletters. They approve the design and content of leaflets, newsletters and publications. They sometimes work on one-off issues like repairs or the improvement programme.	Informing and consulting	Meetings last for one to two hours, during the evening at Parkway Green House	Every three months	You may be required to read documents in advance of meetings

Tenant & Residents' Associations (TARAs)

What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
<p>Independent tenant groups meet to discuss local housing or wider community issues. Residents can sit on the committee or just attend meetings. Residents' views are passed to PGHT via the Association's Chair. Associations also receive information cascaded from representatives who sit on the NPP's. Relevant PGHT staff attend TARA meetings.</p>	<p>Consulting and informing</p>	<p>Meetings last one to two hours, usually during the day at local venues</p>	<p>Monthly</p>	<p>No</p>

Leaseholder Task Group

What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
Open to any PGHT leaseholder. The Group discusses service issues specific to leaseholders with PGHT Leaseholder Officer.	Influencing, consulting and informing	Meetings last for one hour, during the day or evening at Parkway Green House	Every three months	No

The Parkway Newsletter

What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
A newsletter delivered to all PGHT tenants with information on what's currently going on within PGHT and the community. TARA's and the RAP provide articles for the newsletter. The RAP scrutinise and approve the content and style of the newsletter.	Informing	Delivered to all our households Contains news about PGHT and local news	Every three months	A leisurely read or keep as a reference guide

Environmental Strategy Groups (ESG)

What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
Residents can attend one of two groups depending on which ward they live in. The groups offer residents the opportunity to help shape plans for the investment of £9m in environmental improvements between 2008 and 2013.	Consulting and influencing	Meetings last for one or two hours during the day at Parkway Green House	As required	You will be required to read documents before meetings

Youth Panel

What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
This forum will provide a platform for young people aged 12-18 to discuss any issues that affect both them and Parkway Green.	Influencing, consulting and informing	To be confirmed	To be confirmed	

Estate Walkabouts

What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
<p>There are two types of walkabout. One with the PGHT Executive team and one with the local Neighbourhood Officer for each of the ten neighbourhood patches. All residents are welcome to join both types of walkabout to inspect the local environment and identify any possible issues to resolve. Staff will advise what they have done or will do on the patch.</p>	<p>Consulting and informing</p>	<p>Walkabouts take about one hour and take place at different dates/ times for each area</p>	<p>Monthly</p>	<p>No</p>

Customer Focus Group

What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
Existing customers on our Parkway Voices database and new customers are invited to consultation meetings. The group provides feedback to PGHT on ways that services can be improved.	Consulting and influencing	Irregular meetings during the day at Parkway Green House		You may be required to read documents before meetings

Mystery Shoppers

What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
PGHT will recruit residents to act as mystery shoppers to test our service standards and report back to us on the quality of service received. They make sure staff are keeping to agreed Customer Service Standards. The findings of mystery shopping are used to further improve services to our customers by identifying changes needed.	Consulting	Each mystery shop takes about one hour during the day from home	Irregular	You will need to receive training before becoming a mystery shopper

Equality and Diversity Champions Group

What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
The group comprising residents and staff looks at all issues associated with the Trust's Equality and Diversity Policy and works towards improving equality and diversity within PGHT.	Consulting and influencing	Daytime meetings lasting one or two hours at Parkway Green House	Bi-monthly	No

Value for Money Group (VfM)

What does this involve?	Level of involvement	When and where?	How often?	Anything else I need to know?
This group of residents and staff review and monitor value for money within PGHT including reviewing each service and recommending areas for improvement. They provide an overview to ensure that our value for money strategy is implemented properly.	Consulting and influencing	Meetings last one or two hours during the day at Parkway Green House	Monthly	No

To get this leaflet in Braille, large print or on tape:

Phone: 0300 111 0000 Email: info@parkwaygreen.co.uk

Textphone: 0161 945 5730

للحصول على هذه المعلومات بأي لغة أو بالبرايل أو بالحروف الكبيرة أو على شريط الرجاء الإتصال برقم الهاتف الموجود أسفله.

Arabic

如欲索取這資料以任何語言或盲人用點字、大字印刷編制的版本或錄音帶，請致電下列號碼。

Chinese

لطفا برای دریافت این اطلاعات به زبان های دیگر، به خط بریل (خط ویژه افراد نابینا)، چاپ درشت و یا بر روی نوار با شماره تلفن زیر تماس بگیرید.

Farsi

Pour recevoir ces informations dans d'autres langues, en Braille, en gros caractères, ou sur bande sonore, prière d'appeler le numéro de téléphone ci-dessous.

French

यदि आप यह जानकारी किसी दूसरी भाषा, ब्रैल, बड़े प्रिन्ट या टेप में चाहते हैं तो कृपया नीचे दिये गये नम्बर पर फोन कीजिए।

Hindi

بۆ بەدەست هێنانی ئەم زانیاریانە بە هەر زمانێک یان بە بریال، پێنی گەورە یان لەسەر شریت، ئەوا تکایە تەلەفۆن بکە بۆ ئەم ژمارەیە خوارەوه.

Kurdish

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

Somali

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

Urdu

Nếu cần bản tin này bằng ngôn ngữ khác, bằng chữ nổi cho người mù, chữ in lớn hay băng ghi âm, xin vui lòng gọi điện thoại số dưới đây:

Vietnamese

0300 111 0000

Contact us

By phone

0300 111 0000

Phone this number for any Parkway Green service or to arrange an appointment for us to visit you, 8am - 5.30pm, Monday to Friday.

By email

info@parkwaygreen.co.uk

By post

Parkway Green Housing Trust
Parkway Green House
460 Palatine Road
Northenden
M22 4DJ

In person

Visit our local offices:

Parkway Green House
460 Palatine Road, Northenden,
M22 4DJ

or

137 Bowland Road,
Baguley, M23 1LE

Our offices are accessible to disabled people

