

Getinvolved@GCH



getinvolved@gch

Gloucester City Homes
**We're
Listening**

জিসিএইচ-এর সাথে জড়িত হবেন
getinvolved@GCH
শ্র.সী.অয়.মাং সামেল থাব
zaangażuj się w GCH
گلاؤسٹر سٹی ہومز میں شامل ہوں

**RESIDENT
APPROVED** ✓



The Government Standard

Getinvolved@GCH

Your views help us improve our services, your homes and neighbourhoods, to create successful and happy places for everyone to live.

Resident involvement with GCH has always been strong, with excellent examples of good practice and commitment from local residents groups. We thank everyone who gives their time and makes a valuable contribution to their community.

We want you to have a real say in the service you get from us - the decisions we make affect you, your home and your community.

We feel very strongly that you should have a say in those decisions, so that we can provide

the services that you and other GCH residents want.

We understand that some residents don't want to sit in meetings. You may want to have your say from your home by telephone or for example, as a block or street representative.

With your help, we hope to increase levels of satisfaction with your home, your community and the services we provide.

Being involved as a resident representative is voluntary with the reward in seeing your community is a better, safer, cleaner

and greener place to live. But we provide training and pay all travel, out of pocket expenses and child /adult care costs for any meetings or training you attend.

getinvolved@GCH sets out the ways you can get involved with GCH and your community. Simply identify the option that is right for you. We really hope you will want to help and look forward to working with you.

getinvolved@gch- at home

Be a mystery shopper

We train mystery shoppers to test our services against your service standards. You will experience ('shop') the service and then provide feedback on its quality to us. You can do this from your home or by visiting our offices. We will train you to be able to ask questions which identify whether you are satisfied with our services or not.



Be part of our reading panel

Our reading panel reviews all our publications to make sure our residents can understand them easily. Any publication the reading panel checks will have the resident approved logo for plain English.

Be part of our e-panel

We have a team of residents who give us quick fire feedback on 2 or 3 questions linked to our services.

Your Views Count surveys

We ask all residents who have received our service recently for their opinions and feedback on the service and how we can improve.

Independent surveys

We also commission independent surveys to find out residents' views on our services.

Read all about it

The easy way to find out what's happening in your community is to read some of the information we provide. Tenant Times drops through every resident's letterbox four times a year. We include other publications like Investment News and Leaseholder News when we send you Tenant Times.

Don't forget to read all the leaflets in your handbook which tells you everything you need to know about living in your home.

On the web

We constantly update our website www.glocityhomes.co.uk with the latest news about our services, improvements to your homes, and decisions the GCH Board makes. If you don't have access to a computer in your home, you can visit the local library where you can surf the web for free. You can also have your say on how we can improve our services by filling in an online feedback form. (Please see our Online and Digital Services leaflet.)

GCHTV

You can get all the latest news and information about services and events on GCHTV on the Looking Local Service. You can get

this on Sky, Virgin Media, Nintendo Wii and mobile phone. You can also report issues to us and link into a range of other useful services. (Please see our Online and Digital Services leaflet.)

Compliments, criticisms and complaints

Is our service good, bad or somewhere in between? Is there something you'd like to change or someone you'd like to praise?

Whatever your views we want to hear them. You can call by the office, ring, email, write or text us or fill in online form or a form on GCHTV to make your views known so that we can change or improve what we do.

getinvolved@gch – in your community

Join your local residents group

Residents groups are set up by residents who meet to discuss local issues and improve the local community.

Dedicated and hard working local volunteers run the groups and they are open to everyone who lives in the area.

Whatever your local group focuses on, it's a fantastic way for residents to have a collective voice, arrange social events and build a great community spirit.

Community improvement programme

A share of £60,000 is available to all GCH residents to provide improvements to local communities. All schemes must benefit the community and



GCH residents lead on improvements to their local environments through residents groups. Improvements have included new fencing, landscaping, parking barriers and planting new trees.

Have your say days

We hold these sessions every year for each local area, right in the heart of the community. They are ideal for residents to have their say, raise any concerns or tell us their ideas for future improvements. This is a great way to share ideas on how to improve services and identify places where we can hold a Community Pride Day. All our front line staff (including the ASB, Neighbourhood Services and Resident Involvement Teams), the Police and

other local organisations attend.

Community Pride days

Community Pride days are a chance for local residents to join together with GCH and our partners to take part in activities which make a real difference to the local community, creating a real sense of pride and community spirit. Pride days vary from fun days, information days, clean ups and community BBQs. Whatever the theme they are very popular with residents and great fun.



Community funding scheme

GCH provides grants of up to £500 for local play, arts, sports, health, environmental and community projects. We have made a real difference in our communities through our funding scheme. So far, we have funded more than 25 local community groups with grants totalling £13,500.



Meet the People

Meet the People events are great opportunities for residents to walk around their neighbourhood with

our Anti-Social Behaviour Team, senior managers and the Police to tell us about their experiences of local ASB. We hold them each month in the evening in different communities.

Community champions

Staff, residents, councillors and others walk local neighbourhoods monthly to resolve environmental and tenancy issues. They also get ideas about how we can improve these areas in the future. We always invite residents groups. Please let us know if you want to join us too.

Become a block or street rep

Block and street reps take an active role and pride in a block of flats or the street where they live. They care about the standard of services that GCH or

our partners provide and give us feedback if those standards slip. Block and street reps have the chance to meet at GCH every 3 months to discuss issues and develop the scheme.

Resident inspectors

We train and develop resident inspectors to look over and monitor the quality of our services e.g empty homes and repairs and make suggestions to improve our services and homes.

Community events

Together with our residents, GCH holds brilliant events which bring communities together. We arrange these by ourselves or in partnership with residents groups and neighbourhood partnerships.

Sometimes we give events a theme to meet a particular group's needs (like young people). If you have any ideas for your local community, please let us know and we'll see how we can help.

Investment conference

Our annual Investment Conference allows tenants to directly have their say on investment priorities, for example door entry systems to blocks of flats and replacement windows. We hold workshops to help tenants make their choices and identify spending priorities for the £55 million Decent Homes and improvement programmes.



getinvolved@gch – at a meeting



GCH tenant Board members

GCH isn't run by a grand Board of professional directors who know nothing about the way you live or what you want. GCH is run by the very people who benefit from our services... YOU!

The Board is made up of 15 unpaid directors split equally between:

5 tenant Board members including a leasehold tenant

5 local councillors the City Council nominates



5 independent members who have skills in things like business, building homes and working in housing services

As a GCH tenant you can join the Board and sit at the heart of GCH decision making. We hold elections every year.

Customer Forum

Customer Forum meets every 2 months. Experienced tenants lead Customer Forum and play a key role in developing GCH strategy and policy. Forum agrees service improvements, sets up an annual Delivery Plan (priorities for the year) and gives feedback on the quality of our services. Forum challenges our services by offering practical suggestions and solutions, whilst monitoring customer satisfaction and

our performance. Forum also reviews and agrees the annual Investment Plan and improvement programmes.

The recommendations Forum makes feed directly to the Board to help steer the future direction of GCH. A representative of Customer Forum sits on the Board's Services and Operations Committee.

Leaseholder Forum

Leaseholder Forum meets every 3 months to look at key issues for our leaseholders. It gives feedback on services, consultation on investments, leaseholder policy and performance monitoring.

Sheltered Action Group

Sheltered Action Group meets every 2 months and is made up of residents

from our sheltered homes. The Group makes sure residents have a say in the management of their homes, deciding what facilities they want or where to go on social trips.

Equality Group

You can play a key role in extending access to all GCH services. By working with residents who have the experience and understanding of equality issues we can review and improve services, taking into account the diverse needs of all of our residents. This is so that everyone can get equal access to the service they need, when they want it.

Get it Right groups

Get it Right groups review a particular GCH service (like repairs or anti-social behaviour) and set out what improvements they

want to see. These groups are very focused, meet for a short time only and their recommendations are made to our Services and Operations Committee.

Focus groups

Focus groups capture the views of residents on developing our services, publications or what a perfect service might look like to them. As a result we are able to provide better services, for example by changing our approach to the tenants' handbook, cleaning services and grounds maintenance.

New partner groups

When we appoint a new partner to provide services, we need our residents' help. The New Partner Group compares a potential partner's quality and costs with others who have made a bid for the work. They visit

other organisations to find out if the partner is working well for them, set and agrees service standards and then helps make the decision on who is the right partner to meet the needs of our residents.

Shine Learning Academy

GCH believes that the training and development of our residents (you) is key to ensuring you can represent and support your community with confidence.

We do this by working with you to give you the skills you may want, either with GCH staff or through your own learning, so you can gain confidence and have the ability to get involved in

ways and at a pace which suits you.

We provide a range of training opportunities through our Shine Learning Academy to enable you to improve your skills, get involved and improve your own CV!

For more information on current training opportunities please contact us.

For full details about how you can getinvolved@GCH, please ask us for a copy of our Tenant Participation Charter, visit our website or GCHTV or contact us for an informal discussion.



Contacting us

Customer Services Team, Railway House, Bruton Way,
Gloucester, GL1 1DG

Customer Services Line: 0800 408 2000 (freephone)
or 01452424344 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 833101 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا بھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu