



herefordshire housing

>People >Homes >Communities

# Involving Our Customers: Opportunities



Creating quality choices for communities

# friendly

forward



## Opportunities

HHL has a strong history of involving customers in the work the organisation carries out. As a Social Landlord we know it's important we don't make decisions that affect our residents without consulting them first. Getting involved could mean as little as having your say by completing a survey or attending a community day or as much as becoming one of our Board Members or one of our colleagues.

We have different schemes available for customers who are interested to pick and choose the level of commitment they would like. We will support you throughout and listen to what you have to say, your views are important and we are committed to engaging with customers to improve the services HHL offers.

We only ask two things of customers who would like to participate; an open mind and a positive attitude. If you've got these then we'd love to hear from you.

For more information  
contact us on 0300 777 4321



## Community Involvement

HHL are proud of the communities we work with and seek to support community needs as much as we can. We have several different projects we are currently working on to ensure we make a positive contribution to the areas we work in. We also recognise that getting together is really important, whether residents get together because of a common interest or because they live in the same area we know that life is better and easier if you work with others.

We have a £15,000 Community Fund available for local groups to apply to. Decisions are made by the Grant Assessment Panel, a group of tenants who are trained in the process and meet every 6-8 weeks to deliberate. We are constantly making sure that our services deliver value for money. The money we save is then re-invested in our communities, an example being the outdoor gyms installed at Tudor Ville and Moor Farm.

Our popular Family Play schemes attract over 200 residents each year to come on trips and join in activities to keep us all entertained throughout the

long holidays. If you're a grand parent helping out with child care or mums and dads looking for something else to do then come along. The play scheme is free and open to all HHL families. Places do get filled so book early to reserve your place. (The booking form is always sent out with the Spring Newsletter).

We also ensure our older residents have plenty of opportunities to have fun and keep out of trouble. Our Hale and Hearty groups are a good example of fun residents have when they get together for trips, bingo, meals and other social activities.

- Community Grant Fund
- Family Activities
- Youth Activities
- Older Persons Activities/Happy Circle
- Residents Groups
- VFM Gyms
- Community Led Consultation
- Improvement Programme Led Consultations
- Leaseholders



## Scrutiny and Challenge

We take scrutiny seriously at HHL and are always looking for enthusiastic residents from all backgrounds to scrutinise business decisions, governance and constitutional decision making.

The Customer Challenge Group is a new customer group which ensures that we get the most from our money and provide the service residents need. We're looking for customers who can commit to a minimum of two years involvement in helping us shape the services we offer, identify neighbourhood priorities and deliver value for money.

There are real benefits to being a part of our Customer Challenge Group. You will have access to excellent training in areas including: communicating, interviewing, persuading and influencing people, negotiating skills and assertiveness. We'll be team building and looking at Housing in a wider context as well as learning about the current challenges facing tenants, the national context and why that's important to tenants locally.

It's never too late to learn new skills, which could help in everyday life or for future employment opportunities. It also provides great networking opportunities.

You will need to be a team player and be willing to put in work to help improve services for residents and the people who provide the services.

Training will be offered in all aspects of the work you will undertake, so you don't need to worry if you don't have many of the skills at the moment - willingness and an ability to learn is more important. As part of the team everyone will have different skills. The skills that you have may be the crucial ones needed for the team to be effective.

If you are passionate about your community and about supporting people then this is a great way to have a real influence in how homes and communities are managed in Herefordshire. It may be true that no one person can solve all the world's problems, but what you can do is make that little corner of the world where you live just that little bit better.

- Customer Challenge Group
- Refurbishment/Improvement Works

**If you require this information leaflet in Braille,  
large print or audio format please call  
0300 777 4321**

**Minicom users please call: (01432) 378 487**

Versions in other languages 

#### **Polish**

Ta informacja jest na temat bycia zaangażowanym w Twoje usługi mieszkaniowe. Jeśli chciałbyś otrzymać tę informację przetłumaczoną, prosimy zadzwonić pod numer telefonu 0300 777 4321.

#### **Russian**

Эта информация о вашем вовлечении в процесс предоставления жилищных услуг. Если вам нужен перевод этой информации, пожалуйста, звоните 0300 777 4321.

#### **Portuguese**

Estas informações referem-se à possibilidade de participar nos nossos serviços de alojamento. Se desejar receber estas informações traduzidas, é favor telefonar para o número 0300 777 4321.

#### **Lithuanian**

Tai informacija apie tai, kaip dalyvauti mūsų aprūpinimo būstu paslaugų programoje. Jei norėtumėte gauti šios informacijos vertimą, prašom skambinti telefonu 0300 777 4321.

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> People > Homes > Communities



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