



PEOPLE

How to **get involved** and **have your say**



Why it's worth getting involved

If you care about your home and your neighbourhood, we'd like to hear from you.

At Venture, we want tenants like you to voice their opinions and help to shape our current thinking and future policies.

There are many ways you can get involved and we aim to make it interesting, rewarding and fun. It's a great way to meet like-minded tenants and turn ideas into action.

We would welcome your involvement. So if you'd like to bring any important issues to our attention, contact us today.

Different ways to have your say

There are many ways to get involved and we've listed just seven of them below:

- Suggestion schemes
- Meet the team forum
- Focus groups
- Residents associations
- Surveys
- Tenants panel
- Informal meetings.

Some of these activities require more time than others, so we have provided a range of options which we hope will meet your individual needs.

Suggestion schemes

Suggestion schemes don't take up much time as they don't involve going to meetings.

We have a suggestions box in the reception of our Boaler Street office. Simply jot down your idea (or question) on a piece of paper and post it in the box. Remember to add your name and address if you want us to get back to you, or you can remain anonymous.

You can also hand your suggestions to any of our neighbourhood housing officers or post them to our Boaler Street office. We welcome your ideas and will do our best to act on the best ones.



Meet the team forum

Venture has properties in different areas of Liverpool and the Wirral. We aim to have at least one representative from each area at every forum. Being part of the forum means representatives can meet tenants from different areas and share ideas and experiences.

All forum members receive training in how a housing association works so that they can understand the rules and constraints we operate under.

Members are invited to attend regular meetings and then provide feedback to residents at meetings held in their own area.

Focus groups

Focus Groups look at a specific issue and allow people to voice their opinions. They allow small groups of interested residents to discuss an issue or a service in detail.

Attending a Focus Group may be ideal for you, if you'd rather not make a regular or a long term commitment. It may only meet once, or it may meet on a few more occasions to review progress or to discuss new ideas.

Residents associations

Residents associations are usually made up of a local group of residents who live in the same area.

They are often started in response to a particular problem or issue and then they become established and discuss wider issues.

Belonging to an association will help you to get to know your neighbours better and, as well as tackling problems, many groups develop a social side and organise events and children's activities.

The way each group operates and how often it meets is up to the members. Venture is always pleased to offer support, training and advice to brand new and long-established Residents associations.

Surveys

Surveys are a proven way to record views on a variety of issues. They are a good way for people who don't wish to attend meetings or give a long term commitment to express their views.

We keep the surveys simple and easy to complete and if you'd like to suggest a survey topic, we'd be pleased to hear from you.



Tenants panel

Tenants panels are a vital source of tenant feedback and they do not require a long term commitment.

Tenants panels can review new or altered policies, they can focus on a particular works programme or look at product or service performance.

Members of each panel will be tenants who are directly affected by the policies or programmes under review.

Tenants panels give Venture quick and accurate feedback and allow us to make important changes which will benefit all tenants.

Informal meetings

You can request an informal meeting with a neighbourhood housing officer for many reasons. These can be related to works needed on your home, or they can be about your personal circumstances.

You don't need to go through a residents association to request a meeting. We are normally quite happy to meet individuals or small groups informally to talk about any areas of concern.

Sometimes we visit tenants on an informal basis to explain a survey before it is sent out, or to report back on the findings after it has been completed.

Apply to be a board member

The idea of becoming a board member might sound a bit daunting, but for the right person it can be enjoyable and satisfying.

Sitting on the board will give you a platform to speak up for other tenants and their communities. You don't need any previous board or committee experience, but you must have a strong interest in housing and your neighbourhood.

Full training will be available to successful candidates and the responsibilities and duties will be explained when you apply.

If you'd like to know more, contact Tony Gibbs for an informal chat today on **0151 261 2100**.

Supporting tenant groups

As seen on the previous pages, Venture is committed to tenant consultation and participation and we offer a variety of avenues for tenants to become involved and express their views.

We welcome the formation of tenant groups and recognise the valuable role they can play in improving communications between ourselves and our tenants.

All tenants who wish to form new groups, or expand existing groups will receive our full support and encouragement, including some financial support.

By listening to our tenants we are able to develop and improve our services and we aim to offer the highest possible levels of tenant satisfaction.

Practical advice

We can provide the following help for tenants who are thinking of forming their own tenants association:

- Advice on forming and running a group
- Financial assistance to start and maintain a group
- Help with finding and funding a meeting venue
- Practical assistance e.g. typing, photocopying
- Production of leaflets and other forms of publicity
- Training for committee members.

Additional funding for tenants

Venture has a community chest fund which can provide grants of between £50 and £1,000.

The community chest fund assists tenants and community groups with special projects and events.

For more information on how Venture can sponsor community events or individuals, call **0151 261 210** and ask for information on grants.

Translation, braille, audio tape and large print available on request



0151 261 2100

ستترجم عند الطلب

ব্রাহ করলে এর অনুবাদ করানোর ব্যবস্থা করা হবে

若有需要時將會翻譯成中文。

अनुसोध करने पर अनुवाद करने की व्यवस्था की जाएगी।

ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਤਰਜਮਾ ਕਰਵਾਇਆ ਜਾਵੇਗਾ

درخواست کرنے پر ترجمہ فراہم کیا جائے گا۔

Marka la sooda codsado ayaa laturjumi doona.

Si vous voudriez cette information dans une autre langue, ou dans un autre format tel que Braille ou grande copie svp contactez-nous sur **0151 261 2100**.

Si usted quisiera esta información en otra lengua, o en otro formato tal como Braille o ampliación de foto por favor éntrenos en contacto con en **0151 261 2100**.

Se você gostar desta informação em uma outra língua, ou em um outro formato tal como Braille ou a cópia grande por favor contate-nos em **0151 261 2100**.

Jesli Chcialbys otrzymac ta informacje w innym jezyku lub formacie np. jezyku Braille/teks napisany duza czcionka. Zadzwon pod numer **0151 261 2100**.

Contact details

Venture Housing Association Limited, Venture House
212H Boaler Street, Liverpool L6 6AE

Tenant helpline: **0151 261 2100** (Lines are open Monday to Friday, 9am to 5pm)

www.vha.org.uk Email: info@ventureha.co.uk

Please note, if you call our Helpline outside these hours a trained operator will offer advice and take a message which will be passed on to the Venture team on the next working day.

Repairs hotline: **0151 261 2199**

Rent payment helpline: **0800 389 4438**