



# Resident involvement and engagement



Your guide to how Sandbourne involve  
and engage with residents

Sandbourne Housing Association  
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# Introduction

Involvement is good for residents, good for landlords, good for customer services and good for neighbourhoods.

For this reason, we have produced this leaflet to give residents more information about how Sandbourne encourages involvement and engagement to help shape and improve the services we provide to you.

The use of 'you' applies to all of our occupiers whether you are a tenant, leaseholder or a shared owner.

The use of 'us' or 'we' refers to Sandbourne Housing Association.

## How residents can get involved

### **Service Review Working Groups**

From time to time, working groups may carry out detailed reviews of different aspects of our service, for example repairs and maintenance, rent setting and the letting process. The groups are made up of staff and tenant representatives.

### **Representation on the Board**

Tenants, leaseholders and shared ownership occupiers are afforded the opportunity to be elected every three years to become a member of Sandbourne's Board. Residents can make up to one-third of the total Board membership.

### **Tenants' Scrutiny Panel**

We may have a Tenants' Scrutiny Panel that meets regularly. They are happy to meet other representative groups. Tenants' Scrutiny Panels are independent of, although supported by, us.

All residents are invited to attend our Annual General Meeting (AGM).

## **Consulting you about our plans**

By law, we must consult with you about:

- any alterations we want to make to your tenancy agreement or licence agreement;
- any significant changes to how we manage our service to you (for example, repair response times or your repair responsibilities);
- any modernisation or improvements that affect you.

We will let you know personally about these matters and encourage you to discuss any concerns or suggestions you have with us.

The way we consult you will vary depending on what needs to be decided and on your preferences on how you wish to be involved.

If the matter gives you cause for concern, let us know and we will meet to discuss it with you at your home or at our office, whichever is more convenient to you.

If the matter concerns the wider community, we will try to consult as many people as possible. We may send everyone an invitation to come for a discussion at an open meeting or day, and we may send out a survey so that everyone can confidentially give their opinion, including those unable or unwilling to attend a meeting.

Whatever way we consult with or involve you, we will make sure that any information we give you is easy to read and understand, and that you have enough details to help you form an opinion.

We will ask you for your comments and give you enough time to consider the matter properly. We will look seriously at what you say and will let you know the final outcome.

## **Sandbourne News**

Our quarterly newsletter is our primary means of communication to everyone and we encourage you to submit article requests to be included in the future. We also encourage your feedback and have provided forms for your use at the end of the newsletter, or by any other means you would prefer.

## **Need more information?**

See our Policy on Resident Involvement/Participation which is available on our website or upon request from our office.

You can write to us at our registered office:

Craigleith First Floor Office, 9 Derby Road, Bournemouth, BH1 3PX

Email: [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk)

Website: [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.

In addition, we do have a range of other leaflets on specific topics, available on our website or upon request from our office.

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