

Roddons Housing Association

Our Commitment to Resident Involvement



Part of Circle Anglia

Putting Residents at the **Heart** of Everything we do



Getting involved

We all have views about our home, our environment and community.

Roddons is committed to:

- ✓ Putting residents at the heart of what they do
- ✓ Listening to and working closely with it's customers so we deliver better services to residents and plan for the next generation
- ✓ Giving you the opportunity of getting involved as much or as little as you wish and there are a variety of ways
- ✓ Look to our residents to influence and shape services for the future
- ✓ Having our residents scrutinize services, policies and procedures

Enhancing Life Chances

How can I get Involved?

We appreciate that everyone is different and getting involved does not mean that you have to give up a lot of your time or mean making a long term commitment which is why we have worked hard to offer a variety of opportunities so that anyone who wants to get involved can.

I haven't done anything like this before

There is no need to worry our Resident Involvement team will be on hand to offer you all the help and support that you need. We also have a team of involved residents who are prepared to talk and share their experiences with you and you can join in the buddy scheme, so you will have a resident to give you support and guidance as well.

Will it cost me anything?

No – you will be able to claim for travel costs and childcare/care costs to attend meetings or events. We can also arrange transport for you if needed. (see page 4 on expenses)

What should I get involved in?

You can get involved as much or as little as you like. To help you choose we have given each activity a key.



The more clock an activity has the more time it will taken. For example one clock means one hour or a one off session. Five clocks will mean that you are getting involved in regular activities on a regular basis.



The more hearts an activity has the greater influence it will have on the decision-making of Roddons Housing Association.

Having a say...

Surveys/questionnaires (postal or telephone)



Casual Active Tenants (CATs)

– occasional involvement in one off Focus Groups, willing to look at documents and feedback your comments.



Estate Inspections

– walk your area with the Neighbourhood Officer and help identify issues and problems.



Chatting Café

– come along and have a chat over a cuppa with an officer from Roddons, very informal and a way to meet new people.



Residents Groups

– informal groups in an Estate or Street who meet regularly over a cuppa.



Residents Associations

– groups of residents who cover an area (usually a town or district) and meet more informally on a regular basis and organise community events, a little more involvement.



Enhancing Life Chances

Forums

– an informal group of residents who are consulted on housing issues and discuss group or policy issues.



Tenant Advisory Groups (TAGs)

– a small group of residents who meet to discuss specific service areas. Residents share their experiences and help shape services for the future.



Mystery Shoppers and Tenant Inspectors

– residents who are prepared to investigate and inspect services that Roddons provide.



Resident And Service User Panel (RASP)

– a couple of resident representatives who will meet other Housing Association residents within the Circle Anglia Group to oversee policies and procedure changes.



Residents Scrutiny Panel (RSP)

– a group of residents who have the skills and knowledge necessary to be able to scrutinise Roddons services, policies, procedures and report with recommendations and of course compliments when appropriate.



Board members

– stand for election on the Board of Management and make decisions on policies, procedures, services and budgets.



Training

– each year a training programme is put together. The training is varied and depends on needs of residents. Training can help residents can confidence, give them the skills and knowledge to get further involved and perhaps a help with employment.



Community Projects/events

– each year there is a budget for community projects and events and residents may wish to do something for their community.



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What's in it for you?

- You will meet lots of new people
- We will provide you with training and ongoing support
- You will gain new experiences
- And have some fun

Expenses and allowances for Roddons Residents

Roddons will encourage their residents to get involved as little or as much as they wish and will cover most out-of-pocket expenses for travel and other reasonable costs to enable residents to attend meetings, events, workshops, conferences and training courses.

Claiming expenses

You will need to complete and expense claim form which is available from the Resident Involvement Team. Receipts will be required to claim back subsistence (food, drink etc).

When your claims submitted it will take approximately 3 weeks to process and will be paid by cheque or if a Board, RSP or Association member who regularly has expenses paid then this will be paid by BACS.

Tax and Benefits

Expenses paid to tenants are not classed as earnings. They cover out of pocket expenses, and should not affect tenants' entitlement to benefits, but may affect tenants' tax position. Please check the currently tax-free allowance (41p per mile to 10,000 miles). Claims are subject to audit by internal/external auditors also HM Revenue and Customs inspect paid claims from time to time. We strongly advise tenants to check their position.

Expenses you can claim Car mileage rates & Travel

- Car mileage 40p per mile
- Bus fare – receipt required
- Taxi costs can be reimbursed or arranged with at least 4 working days notice
- Rail travel (standard fare) – tickets can be ordered by us in advance with at least 5 working days notice

Childcare & care costs

We will pay reasonable childcare and care costs, which must be agreed with the Resident Involvement Team before the claim is made.

Subsistence – for events or visits not held 'in house' and over 6 hours we will pay an allowance:-

- Breakfast max of £3.99p
- Lunch max of £4.99p
- Evening meal max of £10.99
- Soft drinks only – you cannot claim for alcoholic drinks
- Overnight stays must be agreed in advance and if possible via the Circle Anglia booking system of agreed accommodation.

Stationery and other expenses

- Stationery can be supplied by us – normally there is a stock otherwise with 5 working days notice
- All other expenses are to be agreed with the Resident Involvement Team

If you wish to accept the challenge and see how rewarding your involvement might be by having a say and help shape the services that Roddons provide across Fenland, you will be warmly welcomed. You can speak to any member of staff at Roddons to express your interest or contact Sally Taylor, Resident Involvement Officer 01354 660789.

How to find out more...

If you would like to know more details about resident involvement contact:

Resident Involvement
Roddons Housing Association
roddonsenquiries@circleanglia.org
www.circleanglia.org

Beacon House
23 Hostmoor Avenue
MARCH PE15 0AX

Telephone: 01354 660789
Fax: 01354 660545
Minicom: 01354 660535

If you require this information in Braille, audio or translation please contact Roddons Housing Association as above.