

# Getting involved

## how you can play your part

By getting involved you can play a part in helping us improve the services we provide and the area where you live.



### The ABCs of Resident Involvement

There are three levels for engaging with us and providing your input.

#### A. Bigger picture:

Joining strategic forums and panels.

#### B. Local picture:

Getting involved with community groups or projects, or inspecting your block or estate.

#### C. Lighter touch:

Dipping in and out of groups or taking part as and when you have time. This could be filling in a survey, coming along to a focus group, going to training or conferences, taking part in our Readers' Panel or becoming a Mystery Shopper.

### A. Bigger picture

- **Residents Forum** - a friendly group of residents who get together with senior Newlon staff every few months to help shape and improve services.
- **Scrutiny Panel** - review our services in greater detail to find out what's working well and what should be improved.
- **Complaints Panel** - independently resolve complaints by applying the principles of fairness, put things right and help us learn lessons.
- **Residents' Services Committee** - explore the day-to-day decisions about how we look after our homes. It has five resident members.
- **The Board** - responsible for setting direction for Newlon and overseeing our governance. The Board currently has one resident member (expanding to two members in the coming year). They think about the bigger picture, like what does Newlon want to achieve in the next ten years and how do we make it happen?

## B. Local picture

There are many different ways for you to get involved where you live and the choice is up to you. We can help support you in getting started.

- **Residents' Association** - a formal residents' group with a strong collective voice to talk to us about important issues.
- **Informal residents' group** - less formal, but still with a strong collective voice.
- **Project group** - a way to get something off the ground, such as organising a community event.
- **An annual or one-off meeting with Newlon** - to bring up and discuss important issues but without the need to set up a group.
- **Digital involvement** - setting up a Facebook group, or something similar, so that all residents can communicate with each other.
- **Resident Inspectors** - help our estate inspectors, by jointly checking the standard of cleaning, maintenance and gardening where you live.

## C. Lighter touch

- **Think Tank** - not sure how to get involved or don't have much free time? Then try the Think Tank. Tell us your skills and which part of Newlon you are interested in (e.g. repairs), and we'll match you up to an involvement opportunity that's happening.
- **Mystery shopper** - we are calling for our customers to measure us, on how well we deliver our customer service through telephone calls and emails. The feedback you provide us will help to improve our services. Being a mystery shopper, you will test our customer service from the comfort of your home.
- **Readers' Panel** - have you read our publications and thought they could be improved or made clearer and easier to understand? If so, get involved and review our publications on a quarterly basis by becoming part of our Readers Panel.

### Why not set up a residents' group where you live?

If there are no residents' groups where you live, we can help you start one up. We can provide advice, help survey fellow residents, put you in touch with experienced residents' groups, provide funding and more. Get in touch to find out how we can help.

"We strive to give our group a voice concerning local issues. Since we created it, we have seen a real benefit in community relations. Our regular meetings and joint projects have really helped build relationships with others in the local community."

**Jeannie Lowen**, Norton Folgate Community Group.



### What are the benefits of getting involved with us?

Becoming an involved resident gives you the opportunity to help us improve how we look after our homes and deliver our services, as well giving you a greater say in your community. You can also benefit from:

- Meeting other like-minded residents and making new friends.
- Developing new skills and gaining experience that could help you at work or if you are looking for a job.
- Getting rewarded for some activities and paid out of pocket expenses.



"I want Newlon's services to be the best they can and bring real change. It's really satisfying to be part of a group that helps this happen."

**Liz Folaranmi**,  
Scrutiny Panel member.

### Want to get involved or find out more?

- Fill in our online form at [www.surveymonkey.co.uk/r/newlon19](http://www.surveymonkey.co.uk/r/newlon19) to tell us what you are interested in.
- Call **020 7613 8084**.
- Email [getinvolved@newlon.org.uk](mailto:getinvolved@newlon.org.uk).