

Be Involved

Help to shape and improve our services



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Translations

If you need any part of this information in Braille, on audiotape or explained in a different language, please contact Customer Services on the number below.

Albanian

Nëse ju duhet ndonjë pjesë e këtij informacioni në Braille, në CD, në kasetë ose të shpjegohet në gjuhën tuaj, ju lutemi kontaktoni në numrin poshtë.

Arabic

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Bengali

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Farsi

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر یا ما تماس بگیرید.

French

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

Portuguese

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Somali

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Spanish

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Tigrigna

ናይ እዚ ኣበሬታ እዚ ዝኾነ ክፋል ብብሬል፡ ብሲዲ ወይ ብቴፕ ካሴት ንምርካብ እንተደሊኹም ወይውን ብቋንቋኹም መብርሂ እንተደሊኹም በጃኹም በዚ ኣብ ታሕቲ ዘሉ ቁጽሪ ስልኪ ደዊልኩም ኣዘራርቡና።

020 8354 5500

What does 'being involved' mean?

Being involved means giving us feedback or working with Octavia Housing staff to shape or improve the services you receive and help us to be accountable.

Why be involved?

There are lots of benefits!

Gain new skills - work as a team, improve your communication and listening skills through giving feedback and receive training that might help in other areas of your life, such as employment.

Be empowered and influence services - if you are not happy with the services you are receiving this is one way to help to change things.

Work with us - get to know us. If we work as a team we are likely to achieve better results.

Meet new people - get to know your neighbours and other Octavia residents; make a new friend, and strengthen your community.

Be part of a group - working together with other people in a team and being active in your community is a great feeling.

Everyone is welcome - anyone can be involved whatever their background or experience. We make sure that all of our events are wheelchair accessible. We can also arrange for an interpreter at meetings and for our documents to be translated.

Get paid - we pay reasonable travel expenses, childcare or carer costs. In some cases, we may be able to arrange travel to and from events. We sometimes also pay you for the time you give up.



"My name is Alicia - I am 25, and last year I attended a focus group for younger residents. I had never been involved before, but since the focus group I have registered as a volunteer, joined the readers group, and am also currently on a work placement with the Resident Initiatives Manager. Octavia have also supported me with training. I would encourage more younger residents to get involved, as it is really worth your time, and you can gain a lot from it."

Alicia, involved resident and volunteer.



“As a ViewPoint! member it's been great to be involved from the comfort of my own home, and at a time convenient to me.

Madonna, ViewPoint! member.”

You decide - get involved how and when you want to:

- by talking to us on the phone or when we visit you at home
- by emailing us
- by attending a focus group or event; or
- by completing a survey.

How can I be involved?

Give up just two hours a year or be involved regularly – it is up to you. If you want to be involved then contact our Resident Initiatives Manager who can talk through what is right for you.

Join ViewPoint!

ViewPoint! is a register of residents that have said they would like to be involved. Being part of ViewPoint! means you will be kept informed about one-off events or consultations that you could get involved in, or you may be asked to give direct feedback on particular services. You get to choose what interests you, how you would like to get involved, and when.

Become a resident inspector

We want residents to check that we are doing what we say we will, and that we are providing services in the best way possible. We use resident inspectors to carry out independent checks on many of our services. The inspectors' checks can involve:

- Mystery shopping - where they try out a service anonymously and report back.
- Phone audits - where they phone residents who have used a service to find out how things went.
- Site inspections - where they visit our properties to see at first hand how we are working.
- Carrying out surveys.

Join a group

We already have several groups which shape and influence the services we provide. They include:

- The repairs panel – monitoring the repairs service and policies and processes.
- The residents' diversity group – promoting and reviewing our approach to diversity; and
- The reader's group – reviewing our publications to make sure they are reader friendly.

We can also support you to set up your own residents group, focusing on the issues that are important where you live - they do not have to directly relate to Octavia. Contact the Resident Initiatives Manager for more information.



“Being involved for me means I have met many new people including other residents and Octavia staff. I have been able to find out so much more about Octavia's services, and have been part of great discussions and conversations.”

Ziad, 'Involving disabled residents' focus group.

Become a member of the Tenant Steering Group (TSG)

The TSG is an elected group of 15 tenants, who aim to represent the views of all tenants. They are voted in on a yearly basis following an election process which every tenant has a chance to vote in. They meet regularly to discuss our policies and ways of working, and to check our performance closely. We regularly consult the TSG on different issues, and they work with the Octavia Housing Board and staff to improve the services Octavia provides.

Talking to a member of the TSG provides another way for tenants to feedback their views to us – you can get in touch with them using the contact details given at the end of this booklet.

Join the Board

It is important that your views are represented at the highest level, so we welcome applications for Board Membership from residents. We aim for residents to make up a third of our Board.

There are lots more ways that you can be involved, we are always looking for new ideas - if you want to find out more about the options of being involved or you have your own ideas then let us know.

“I decided to join the Octavia Foundation Board because of the amazing community work that they do, a real model of community development and truly engaging, a model that should be adopted by other landlords.”

Isis, resident Board member - Octavia Foundation.





Being involved - the impact

Every year an impact assessment of all our involvement options is carried out to see what impact your involvement has had on the services we provide. The assessment is carried out jointly with residents. For a copy of the most recent impact assessment, log on to our website, or contact the Resident Initiatives Manager.

"It was great to get my views heard. I felt like they really do care what I think."

Leanne, 'involving younger residents' focus group.

Our service standards

We work to the following standards when we are involving residents.

- We give you lots of different ways to get involved – both as individuals and collectively.
- We are continuing to develop the way Octavia Housing is governed, so that residents get a chance to influence our overall priorities as an organisation.
- We invest in resident involvement by offering you training and support, so that you can take part in different activities.
- We keep you informed about how you can get involved and what has changed as a result.
- We carry out an annual assessment of our resident involvement activities and publicise our performance.
- We consult you every three years on the best ways to involve you in the governance and scrutiny of our services.

Our strategy

We currently have a three-year strategy for resident involvement that we developed with residents. The strategy shows our commitment to working with you so that you can have a real say in our work, check our performance and make sure we provide services fairly for all our resident communities. It commits us to drawing up annual action plans, so that we can respond to your changing priorities and needs.

We report on our resident involvement performance every year and, every three years, get together with residents to review our resident involvement strategy and the ways we work with you.

For a copy of our current strategy and action plan, log on to our website or contact our Resident Initiatives Manager.

Want to know more?

Contact our Resident Initiatives Manager

T: 020 8354 5674

E: be.involved@octaviahousing.org.uk

Contact the TSG:

T: 020 8354 5674

E: tsg@octaviahousing.org.uk

www.octaviahousing.org.uk



“As a disabled resident myself, I am delighted that I have the opportunity to be involved. Octavia has listened and acted upon the suggestions I've made. For this I'm honoured and proud to be part of this brilliant organisation.”

Kevin, residents' diversity group member.