



RESIDENT INVOLVEMENT IMPACT ASSESSMENT REPORT 2014/15



DID YOU KNOW

As an Octavia tenant you have access to a range of services you might not know about



employment and training

internships and opportunities for young people



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RESIDENT INVOLVEMENT IMPACT ASSESSMENT REPORT 2014/15

It has been a really successful year for Resident Involvement at Octavia in 2014–15.

Involved residents have been really influential in helping us understand what matters to residents as a whole in regards to our service, and in identifying practical ways for us to improve the service.

Residents have contributed by being full members of strategic groups, including 3 resident Board members, helping to shape Octavia's response to extensive external changes. Resident members of the Tenant Steering Group (TSG) and the Services Scrutiny Panel (SSP) worked with us to improve policies and check service quality. Residents have also taken part in service panels, workshops, focus groups, completing surveys, attending local events, our annual resident event, Your Space, and via View Point our resident consultative pool. In doing so they provided invaluable feedback and suggestions for improvement.

Some of the highlights of 2014/15 include:

- ▶ Our highest ever turnout at a resident event; Your Space 2014 attracted over 350 residents.
- ▶ Our Tenant Steering Group held us to account on the support provided to households affected by welfare reform and monitored our complaints performance.
- ▶ The Services Scrutiny Panel made recommendations on how we can improve on responding to noise nuisance, service charges, and local communication.



The TSG Chair shares his experiences of being involved:

“As someone who has spent over 50 years living in Octavia properties I know first-hand the many challenges Octavia face in providing homes. The homes are in short supply due to an unprecedented demand for housing in our area. A situation not helped by a worldwide recession and Government policy that favours private developers over social housing providers. I have been encouraged by the care and effort put in by Octavia to ease the burdens of the many changes to social housing regulations.”

“Octavia have a hard job to do, I am proud of Octavia’s roots and to have worked with them to achieve some of the goals that if Octavia Hill were around today she would say “Well done”. So I would encourage everybody who is able to join Octavia in Focus groups/Feedback Sessions/Drop in surgeries etc. to help Octavia with their mission of creating “Good Homes and Better Lives” and to do this by being reliable, responsive and respectful. Together we can make it better”.”

Ian MacLeod, TSG Chair

- ▶ Resident Inspectors obtained feedback and checked the quality of a range of services including sales, void properties, and day services, and also received specific training to assist them with their role.
- ▶ Octavia held 18 resident meetings, 7 drop-in surgeries, 4 interactive workshops and 3 focus groups in our local areas and covering all key services.
- ▶ We worked with our Resident Associations to organise local, social events and arranged for residents to visit the Houses of Parliament with a local MP.

We look forward to implementing the new recommendations in our Resident Involvement Strategy and working with our residents to shape and improve our service.



**Anna de Souza,
Resident Involvement Manager**

WHAT IS THIS REPORT ALL ABOUT?

Octavia believes that good homes make for better lives. To help us achieve this, we involve residents and want them to genuinely influence what we do. This report looks at the different ways residents have been involved over the past year, and what has changed as a result.

How do I use this report?

Each activity has been assessed to see what impact it has had on our services, and whether the activity was value for money. In other words, has involvement changed the way our services are provided for the better, and how much has it approximately cost (where it is possible to measure the cost of an activity).

Level of impact

To measure the level of impact, we have rated the activity either low, medium or high:



High This is where changes have been made to our policies and procedures, affected our business plan, or will affect the way services are provided to a large number of our residents.



Medium This is where changes may be local, but will have a significant impact on the way services are provided.



Low This means that services have only been affected at a local level, or will only have an impact for a small number of residents.



For each activity we display the number of staff hours, total cost, and cost per home. These are displayed in the following way:

Value for money

For each activity we display the approximate total number of hours and total cost as well as a cost per home. These are displayed in the following way:



The total number of hours (including preparation and follow up time)



The total cost of the activity



The cost per home

To assess whether the activity provided value for money, we calculate the cost per home to give us a rating of low, average or high cost:



Low Cost £ The equivalent cost per property is under £1



Average Cost ££ The equivalent cost per property is between £1-3



High cost £££ The equivalent cost per property is over £3

Overall rating

After assessing the level of impact of each activity, and whether it was value for money, we have given each activity a colour rating of green, amber or red to identify how successful each activity has been.



TSG

The Tenant Steering Group (TSG) are a group of tenants, elected by tenants to represent the views of Octavia tenants. The TSG aim to help improve services by ensuring policies and procedures are fair and meet the needs of residents.



74 hours

£4501

£0.93

Impact

Cost

Overall

Some key examples of their impact are:

- ▶ TSG were updated on external changes such as Welfare Reform and their views are helping to shape Octavia's response so that residents are supported through these changes.
- ▶ The TSG discussed Octavia's annual Review of Complaints and helped to shape recommendations on how Octavia can improve in this area.
- ▶ TSG were consulted on our updated Anti-social Behaviour (ASB) Policy to ensure to make full use of new legal remedies to tackle ASB.
- ▶ TSG members also worked with us as Resident Inspectors to survey residents and carry out door knocking exercises to gain resident feedback to inform service improvements.
- ▶ TSG fed into our new Tenancy Fraud Policy development, supporting our work using tracing agencies to check for tenancy fraud and having a dedicated resource to help safeguard precious social housing.

- ▶ Members supported a new initiative to check on the repairs service through focus groups.
- ▶ TSG stressed the importance of affordable rents that are genuinely affordable to those on low incomes and influenced our Rent Policy.

"I have thoroughly enjoyed my time on the TSG panel. Helping Octavia to gain insight into the resident's point of view and also hearing Octavia's plans have made being an Octavia resident more satisfying. It's always good to help out if possible and being a member of the TSG panel not only facilitates the communication between the Octavia management and residents, it also fosters a better relationship between the two. Octavia residents feel that their opinion and input is valued".

Greta, TSG Member

VIEW POINT

View Point is our resident consultative pool. View Point members can provide their feedback online, by phone or by post and at a time which is convenient for them.



 19 hours

 £358

 £0.08

 Impact

 Cost

 Overall

This is a quick and easy way for residents to be involved from home, and is a flexible way for us to obtain feedback on our services and address service delivery issues:

- ▶ View Point membership increased to 493 residents. 91 new residents joined View Point in 2014/15.
- ▶ A total of 339 residents responded to a range of surveys sent out across the year which included:
 - Service Charges: Share Your Views
 - What Makes A Good Neighbour
 - View Point: Communicating With Us
 - Reaching Communities
 - How Octavia Communicated With You And Your Neighbours
 - Resident Involvement Strategy 2015/18
- ▶ 139 residents responded to a survey regarding how Octavia communicates with residents locally about common issues. Some of the key findings included: greater use of text and email; better use of caretakers to facilitate communication; and

consider using the Resident Login function on the website to communicate about common issues.

- ▶ Key findings on the 'what makes a better neighbour' survey included: keeping excessive noise down (which received 98% of votes) and keeping common stairs and landings free from rubbish to ensure everyone's safety
- ▶ The Resident Involvement Strategy survey results supported more local, informal events and involving residents more effectively in the area of repairs.

"View Point, our customer pool, has been an invaluable resource to get resident feedback on a number of projects. The flexibility of this involvement option means that busy residents can still influence our service in a way that suits them. The large numbers of View Point members taking part in surveys ensure we get wide ranging and representative views".

Kam Chung, Head of Service Development

RESIDENT ASSOCIATIONS

Forming a Resident Association can be extremely rewarding, help build a strong and collective resident voice, provide an impetus to organise social events, and strengthen cases for estate improvements. Octavia actively support these groups, and provide financial support in the form of start-up grants and annual grants of £250 subject to meeting the criteria to become an officially recognised group.



 36 hours

 £569

 £0.13

 Impact

 Cost

 Overall

We worked with and supported Resident Associations at:

- ▶ Peel House
- ▶ Waites Court
- ▶ Kenley Walk
- ▶ Brightwells and Lowlands

We are proud of the efforts of our Resident Associations who over the last year:

- ▶ Helped improve community safety on their estate.
- ▶ Made successful bids for estate improvements.
- ▶ Carried out estate walkabouts with the Estate Services team.
- ▶ Attended consultation meetings regarding the boiler replacement programme.
- ▶ Organised local, social events.
- ▶ Worked with Octavia to resolve ASB affecting their schemes.
- ▶ Helped disabled residents with the upkeep of their gardens.

“Running as the Chair of the residents association has given me the opportunity to get to know more of the residents in the block. It has increased the level of communication between Peel House and Octavia. It has also generated improvements including the maintenance of our gardens”.

Ed, Peel House Resident Association Chair

LOCAL RESIDENT INVOLVEMENT

Local events are a great way for residents to meet neighbours and speak about local issues with each other and with Octavia. We have focused on helping residents organise more local events this year; many residents prefer to attend a local event to address the local issues that affect them directly.



- ▶ Over 400 residents participated in local resident events which include door knocking exercises, resident meetings and drop in surgeries.
- ▶ Events took place at Clyde Flats, Elizabeth House, Romily Court, Waites Court, Pulton Place, Peel House, Church Street, Illumina House, Cochrane Street and a W9 street property drop in session.
- ▶ Local events in 2014/15 resulted in: resolving anti-social behaviour cases, receiving evidence to support tenancy fraud cases, estate improvement bids, a Good Neighbour Agreement being signed by residents in a local area, better awareness of Octavia's support services, and supporting vulnerable residents to sustain their tenancies.
- ▶ Walkabout Wednesday is a bi-annual exercise providing back office staff with an opportunity to get out and about and meet residents. Staff carry out an estate inspection, ask residents for their feedback and suggest shared area improvements. 77 households were consulted in this way in the year. Residents were generally positive about their

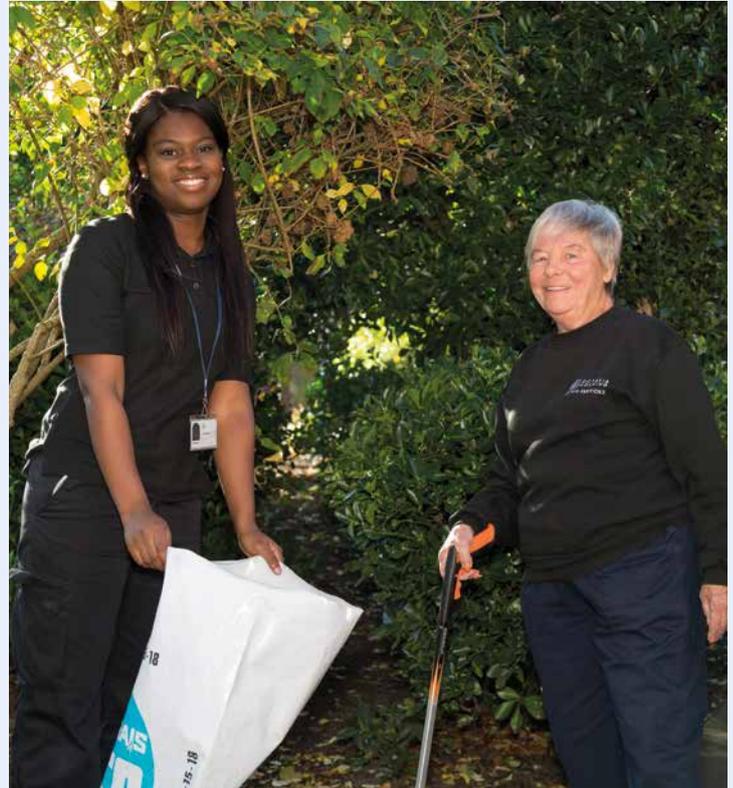
- home and local area. Improvement suggestions include keeping residents updated on repairs and tackling rubbish dumping.
- ▶ Our involved residents also took up a fantastic offer from Karen Buck MP to visit the Houses of Parliament. The residents (pictured above with Anna de Souza, Resident Involvement Manager) really enjoyed the visit.

"Local, informal events have been a great way for patch officers to get to know their residents better. Simple gestures like sharing food, enjoying music and helping residents meet their neighbours have helped not only improved communication between residents and Octavia but helped create a sense of community. It was a real pleasure to accompany residents to the Houses of Parliament and enjoy an afternoon of English history".

Anna de Souza, Resident Involvement Manager

SHARED AREA IMPROVEMENTS

Every year money is put aside to improve the shared areas at some of our homes. Octavia use this money to carry out works that go beyond the normal responsibilities of a landlord. Residents who live in a rented property or a mixed tenure development can bid for a grant of up to £25,000.



12 hours

£150

£0.03

Impact

Cost

Overall

Examples of improvement works include: cycle storage, upgrading footpaths and walkways, improving rubbish and recycling area, landscaping shared gardens, or improving security.

The bidding process is resident led, and bids are approved by a residents' panel. In 2014–15 the resident panel approved the following bids:

- ▶ Clyde Flats: CCTV. Approved on the condition that the lead resident can demonstrate 50% support amongst neighbours.
- ▶ Sarsdens Buildings: Courtyard improvements.
- ▶ 70 Shirland Road: Bin store and front area improvements.

- ▶ 27 Grittledon Road: Bin store improvements.
- ▶ Hesketh and Mary Place: a shed for common use.

"This has been a great way for residents to work with us on identifying improvements to the shared areas of their buildings and estates. This resident led process gives residents the chance to bid for a share of this annual grant, to improve issues such as security, access and help resolve issues such as nuisance behaviour".

Andy Carlisle, Estate Services Manager

COMMUNICATIONS GROUP

The Communications Group are a group of involved residents who meet three times a year to review key Octavia publications such as the annual report, newsletters, our website, and our overall approach to communication.



12 hours

£205

£0.04

Impact

Cost

Overall

In 2014/15, the group have helped to communicate in a more effective way including: design concepts for the Did You Know... We Do That Too campaign promoting our additional services, design and text of the resident annual report, and website accessibility.

50 residents have also been interviewed as part of a book we are publishing to celebrate 150 years since Octavia Hill brought her first property to house those in need.

"The Communications Group continue to run successfully. The Communications Group has enabled us to get instant customer feedback, allowing us to produce the best possible newsletter, annual report and the roll out of a resident focused Did You Know... We do that too! Campaign".

Neha Bhatt, Communications and PR Officer

YOUR SPACE 2014

Your Space our annual resident involvement fun day aims to engage with as many Octavia residents as possible. It is also an opportunity to promote our wide range of services to residents and get feedback on their priorities.



184 hours

£11,626

£2.38

Impact

Cost

Overall

- ▶ Your Space 2014 attracted our highest ever turnout. Over 350 residents attended the fun day which was held at the new, local, accessible venue of St Charles College in W10.
- ▶ The theme of the day was 'Did You Know, We Do That Too' promoting the key additional services we offer residents. Residents were encouraged to visit the five themed tables covering our range of services.
- ▶ Key services promoted on the day included: services provided by the Octavia Foundation, Care and Support, Welfare Reform and Money Management, Shared Area Improvements and Energy.
- ▶ Our Community Partners; Mears, Citizens Advice Bureau, RBKC Recycling Team, St Charles Police SNT and Your Credit Union provided invaluable advice to our residents on the day.
- ▶ The in house 'one stop shop' covering Asset Management, Neighbourhood, Income and

- Alternative Tenures provided support and advice to residents on a range of tenancy matters.
- ▶ Residents enjoyed a range of interactive and fun activities including; dance mats, nail art, seated chair massages, Solidarity Sports smoothie making, face painting and free family portraits.
- ▶ Residents were encouraged to vote for their priorities in a dot democracy exercise; the results fed into our workplans and went to our main involvement groups for further scrutiny. Some of the top priorities were; repairs being done faster, taking more action on ASB, better explanation of service charges and better communication and customer service from contractors.

RESIDENT SCRUTINY

The Services Scrutiny Panel (SSP) consists of residents and independent members. The Panel looks in depth into 2 or 3 service areas each year to identify improvements, choosing the areas based on resident feedback.

 **38 hours**

 **£425**

 **£0.10**

 **Impact**

 **Cost**

 **Overall**

The SSP carried out three main scrutiny projects in 2014/15:

- ▶ **Service charges:** SSP looked at how Octavia set service charges and the service charge information provided to residents. The work involved: holding a residents focus group and carrying out a survey; looking at a range of information (including leases, tenancies, service charge statements, good practice guidance); and interviewing staff. 12 recommendations were made including: improve clarity of service charge statements; review the service charge policy; new and more detailed procedure; put more quality checks in place; and implement a new and robust service charge software system. The action plan is due to be completed in November 2015.
- ▶ **Local communication:** SSP recently completed a project looking at how Octavia communicates with residents living in blocks of flats about issues that affect all residents in the block. The work included holding a staff discussion group and carrying out a staff survey, gaining feedback from caretakers, a survey of residents (through email and door knocking by Resident Inspectors), a check on the resident 'My Account Login' on our website, and a check by Resident Inspectors on a pilot using an electronic notice board at a scheme where lift works were carried out. The final report will be submitted in October 2015.

"Working on the Scrutiny project allowed me to see just how much thought goes into the well-being of both residents and staff, and how Octavia is determined to explore all measures to achieve this".

Keith, new SSP resident member

- ▶ **Tackling noise nuisance:** All the recommendations from the previous year's noise nuisance scrutiny were implemented, including:
 - More communications about noise nuisance including a new factsheet and on the website.
 - Staff training on giving/receiving negative feedback and on restorative justice.
 - More publicity on successful enforcement actions in the resident's newsletter and on the website.
 - Closer monitoring of cases by managers.
 - A quarterly ASB / Neighbour Dispute resident panel to check on how cases are managed and to provide feedback.

We will carry out an impact assessment in early 2016 to find out how effective these changes have been in improving the service.

RESIDENT INSPECTORS

Our Resident Inspectors are a group of residents who check on service quality and provide feedback to help us improve services. They receive support and training to help them carry out the checks effectively.



53 hours

£325

£0.07

Impact

Cost

Overall

Resident Inspectors carried out a range of projects:

► Voids project

Resident Inspectors looked at the quality of voids before they were let and checked if our voids standard were being met. The Resident Inspectors overall rated the void properties they viewed with a 'good' rating and found they met the Octavia void standard. They highlighted a few instances where improvements could be made and where items may have been missed in Octavia's own checks.

► Door knocking

Resident Inspectors took part in a range of door knocking exercises to obtain resident feedback including how we communicate with residents who live in blocks, residents' views on Anti-Social Behaviour and the new Resident Involvement Strategy.

► Repairs Texting Appointment Project

Resident Inspectors called a sample of residents with a recent repair to test if our contractors were sending texts to them when booking repairs appointments detailing their appointment slot. A number of residents fed back that they had not received the text. Our contractor have since fully implemented their texting system. The Resident Inspectors will repeat these checks in 2015/16.

► Home ownership

We wanted to learn more about the resident experience of our Sales and Marketing team and asked Resident Inspectors to carry out some visits to new home owners at our Elizabeth House scheme in Brent. The Resident Inspectors asked for feedback on the sales process, sales literature, and the marketing suite. The feedback overall was very positive. Negative comments mainly related to residents' experiences of the independent



financial advisor or mortgage advisor. Key learning included improved, timely communication with residents particularly when responding to emails.

► **Care and Support project**

The Care and Support Team wanted to receive feedback on the Enhanced Housing Management service which residents at the Quest and local sheltered housing schemes receive. Resident Inspectors completed questionnaires with residents on the service. Key learning included the importance of consultation before repair works are carried out and ways to improve resident engagement at the schemes.

“As a resident inspector, I feel honoured to have been given an opportunity to pay back to the society and to show my sincere appreciation towards Octavia housing for the wonderful service they endeavour to give to those in our community who are most in need. I also feel it has enhanced my dreams of serving the community and contributed to my goal of becoming a health and safety advisor. Myself and my family are very thankful to Octavia Housing”.

Samuel, new Resident Inspector

TRAINING FOR INVOLVED RESIDENTS

In 2014–15 a number of involved residents attended training to learn new skills, share their experiences, meet other residents and enhance their experience of being involved.



31 hours

£385

£0.09

Impact

Cost

Overall

As part of the new Resident Inspector programme, we held in-house Resident Inspector training led by the Service Development Team. The training was for new and existing Resident Inspectors and covered: working with services on projects, health and safety, designing surveys, devising interview questions, and analysing performance monitoring. The session used case studies and interactive exercises to help embed the learning.

A second Resident Scrutiny workshop was held in partnership with the West London Resident Involvement and Scrutiny Group with other West London housing providers including A2Dominion, Notting Hill Housing, Shepherds Bush Housing and Network Stadium. The workshop was facilitated by Radojka Miljevic from Campbell Tickell. The workshop was a great opportunity for residents from various housing providers to meet one another. The focus of the second workshop was value for money and resident training. Residents were encouraged to think about whether they felt they had enough information to scrutinise this area and what they would be looking for if they were to carry out a value for money scrutiny exercise.

“The training session was really helpful and we learnt quite a bit about Octavia’s standards”.

Amir, Resident Inspector

Two residents had the opportunity to travel to Trafford Hall in Chester to a two day conference organised by the London School of Economics. The conference focused on energy efficiency and what residents could do to improve energy efficiency in their homes and how landlords could assist residents to do so.

In 2015/16 Octavia will promote even more learning to residents who can benefit from training available from organisations across the West London Resident Engagement Group including training for Resident Associations, Equality and Diversity, and Committee meeting skills.

RESIDENT PANELS AND FOCUS GROUPS

A number of workshops and focus groups for residents were held to gather their feedback on specific areas of our work. Some examples include:

- ▶ Annual Report workshop to obtain resident feedback and identify improvements to our annual report
- ▶ Diversity focus group to find out resident views on the equality and diversity issues that Octavia should focus on in the coming years.
- ▶ Resident Involvement Strategy workshop to discuss new involvement methods and test some new ideas for the new Resident Involvement strategy 2015/18.



 54 hours

 £1960

 £2.14

 Impact

 Cost

 Overall

Involving residents in checking our response to anti-social behaviour

The Anti-social Behaviour and Neighbour Dispute Panel was set up following a recommendation from the SSP Noise Nuisance project. Residents on the Panel examined noise nuisance case information and provided their feedback and improvements regarding the handling of the case. The panel met four times in the year. Feedback and recommendations included staff being more aware of vulnerability issues that might be involved and the importance of action planning to tackle the problems.

Involving residents in the area of repairs

Involving residents in the area of repairs is a priority for Octavia; it was voted as a top priority by residents themselves at Your Space. The Repairs Panel, a group of six residents, previously met every three months to monitor the performance of our repairs contractors.

The Panel last met in July 2014 where they received a Question and Answer session from the Branch Manager of Mears (our main partnering contractor) who ran through the diagnostic of a repair including

how repairs are prioritised and the procedures in place for Mears staff when attending to a repair and aftercare.

In late 2014 the work of the Panel was reviewed due to a decline in membership and low attendance at panel meetings. It was agreed that the repairs panel would be disbanded and a new approach to involving residents in the area of repairs would be trialled. This new approach was agreed by the TSG, and involves holding 2 focus groups a year with residents who have reported a recent repair, one group with residents dissatisfied with the service and a second group with residents who were happier with the service. This will enable Octavia to involve a wider group of residents, including some who have not been involved before, and gain a better representation of views about the service. The first focus group was held in February 2015 with seven residents who were not satisfied with the service with their last repair. The focus group was facilitated by an independent consultant, Sheila Adamson. Key issues raised included: quality of work; how jobs were diagnosed; keeping to appointments; the role of surveyors; and communication generally.

Residents provided a number of recommendations to help address the issues raised:

- ▶ Publicising the complaints and compensation policy when it is clear residents are not satisfied with the service.
- ▶ More monitoring of work by sub-contractors.
- ▶ Enable direct communication between the tenant and the contractor.
- ▶ Keeping residents updated on progress when jobs will take some time to complete or are delayed.

A second focus group was scheduled for May 2015 and the results of both focus groups will be shared

with the TSG who will ask the Resident Inspector to carry out further checks on specific aspects of the service and agree an improvement plan with the Asset Management Team.

Some comments from our residents who have been involved in focus groups and panels:

"Good insight into noise nuisance. Gained valuable information and a better understanding of procedures implemented by Octavia. Felt more assured that Octavia is focusing on problems".

"Supportive environment, enjoying being involved. Learning and developing in the activity".

"The ambience is good, the staff are friendly and refreshments were nice. Am happy to be involved. The panel is informative and I hope it will yield good results and lessons for Octavia to reflect on".

"I found the panel to understand the complexities involved in disputes and have got hopes for future meetings".

"Very useful exercise. The cases however do take quite a long time to examine properly and I think one case per session is probably more realistic".

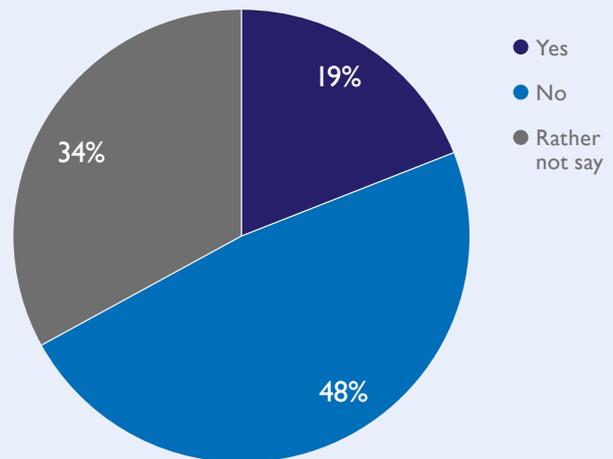
WHO WAS INVOLVED IN 2014/15?

In order to ensure our involved residents are reflective of our overall resident population, we regularly monitor their profile to ensure our activities are accessible for all. We rely on residents completing our feedback monitoring forms after an involvement opportunity so we can learn more about the demographics of our involved residents. We thank all those who have completed these monitoring forms.

The following information shows the profile of who has been involved over the last year:

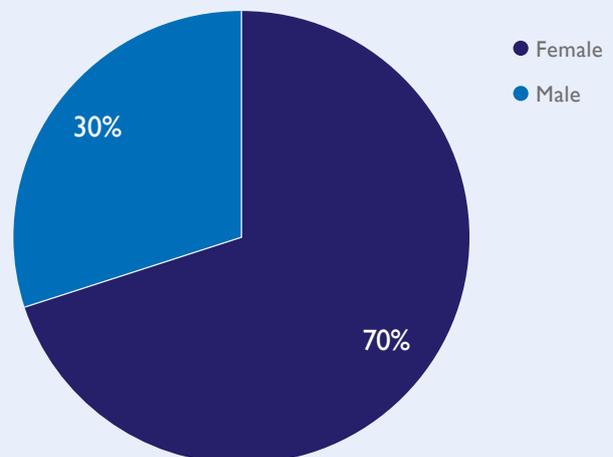
Involved residents with a disability

We endeavour to ensure that all of our involvement opportunities are accessible for our residents. We can offer a range of options such as hearing aid loops, sign language, BSL interpreters and wheelchair accessible venues to ensure residents can fully participate. We monitor the data received from our residents to ensure that their needs are being met and ask for their recommendations on how to improve.



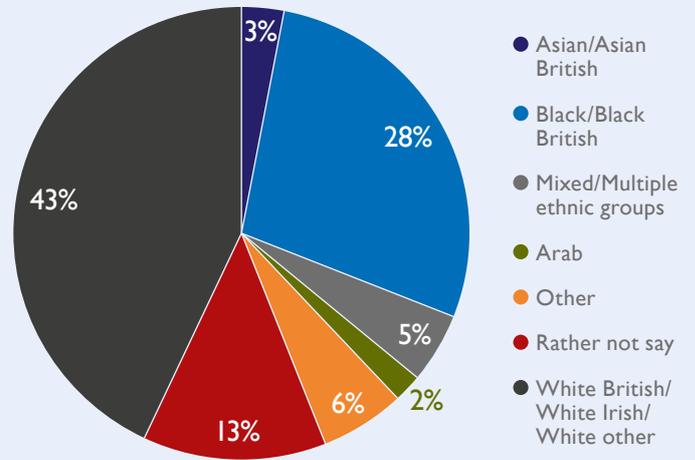
Gender of involved residents

The percentages of men and women being involved has changed slightly and 3% more women are involved compared to last year. Overall more women are involved than men also compared to our overall resident population. Efforts are being made to ensure involvement options appeal to all residents.



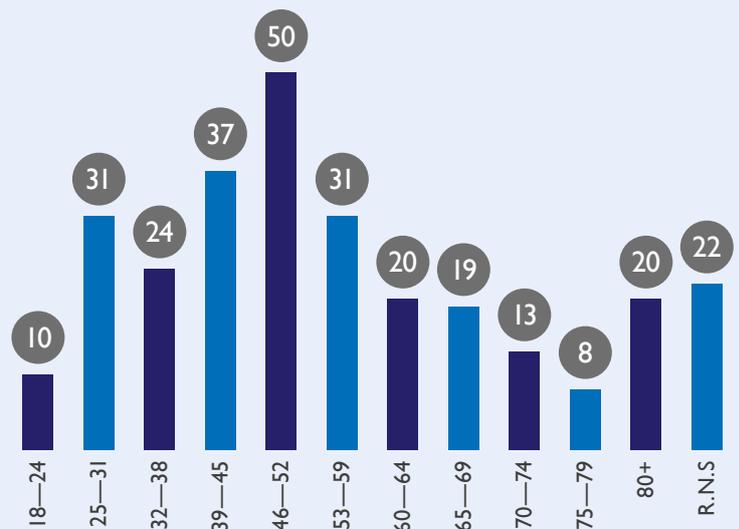
Ethnicity of involved residents

There has been an increase of 5% of White British/White Irish/White Other residents who have been involved this year. The number of Black and Asian involved residents has remained largely the same. Overall the ethnicity profile of involved residents is broadly representative of our overall resident population.



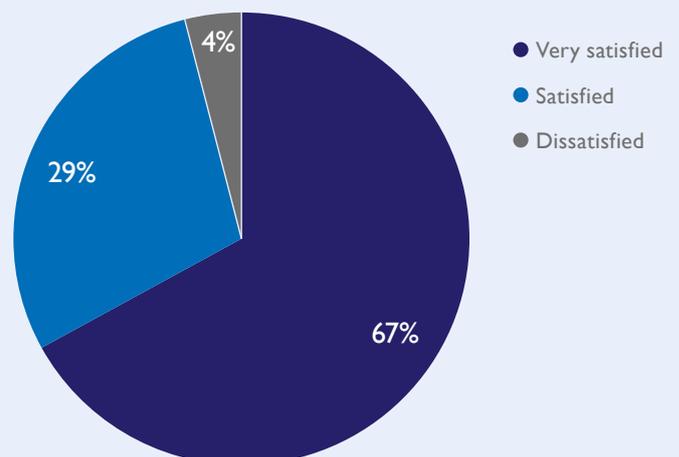
Age of involved residents

Residents aged between 46–52 are the largest group of involved residents by age bands, and this is reflective of our overall resident population. We want to do more to involve younger residents, for example one of our newest Resident Association Chairs is aged under 30. Further work is being carried out to involve younger residents including engaging with younger residents at sign ups, getting to know you visits and at involvement events in partnership with the Octavia Foundations youth projects.



Resident’s satisfaction levels with involvement

Resident satisfaction with involvement activities remains consistently high with 96% satisfaction. We are continuously learning from constructive feedback from our residents so we can improve the way we involve residents who attend our meetings, panels and events.



THANK YOU TO ALL OF OUR RESIDENTS!



Some resident feedback at our local events:

"I think that Octavia have been doing an extremely good job at keeping residents informed and capturing their voice in a variety of ways."

"A lively meeting with a good cross section of opinions"

"Always a good forum – always feel listened to."

"Great session, fun, interactive and I look forward to the next meeting!"

We could not have achieved so much over the last year and contributed to so many service improvements without the involvement of our residents. A thank you to all those involved who have helped us to improve services for all of Octavia's residents.

Please contact us if you need any part of this information in Braille, on audio tape or explained in a different language.

Afsoomaali Español العربية ትግርኛ
বাংলা Français Português Shqip فارسی

