



LHA, 3 Bede Island Road,
Leicester LE2 7EA
www.lha.org.uk



Freepost RRRK-TZBY-USZS
YOUR VIEW COUNTS!
LHA-ASRA Group
3 Bede Island Road
Leicester
LE2 7EA



YOUR VIEW COUNTS!

Customer information

YOUR VIEW COUNTS!

We want to make sure all our residents have the opportunity to get involved.

This will help us provide excellent services and value for money, and to become more open and responsible for our actions and the work we do.

We will involve you in lots of ways: by providing information, consulting with you, and asking for your opinion on services we provide to you.

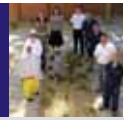
If you want to get more involved, you can do so in a way that suits you. We will provide training and support. We will pay for transport, childcare or other carers you need to use to be involved.

If you would like this or any other LHA publication explained, translated or made available in another format such as large print, audio or Braille, please contact your nearest LHA office.





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HOW CAN I GET INVOLVED?

Become a resident representative

Resident representatives are people who care about their local community, and who want to make sure we provide an excellent local service.

Resident representatives get involved with us when we regularly review our services, and find out how people feel about their neighbourhood. They also communicate regularly with the local neighbourhood officer about local issues.

Join Forum 100

This is a group of people who agree to give us their opinion when we need to consult residents. You can do this by phone, email, in writing or take part in a small group discussion.

Become a mystery shopper

Help us inspect our services! Mystery shoppers try out our services and let us know how well we are doing. You can also visit estates, interview staff and residents, or even write the report letting us know what needs to be improved.

Join a residents association

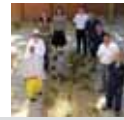
Residents associations are organisations set up and run by local residents to represent the views of the local community.

Stand for election as a Consumer Advisory Panel representative

Every three years residents choose someone to represent their scheme or neighbourhood. The panels meet once every two months and review our services and suggest improvements.

Each of the panels has its own training budget for residents and a budget for making improvements – the small things that can make a big difference to tenants.

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WANT TO KNOW MORE?

If you would like to know more about how you can get involved, please tick, cut out and return this FREEPOST form. Or, if you prefer, you can phone us on 0845 389 1777 (ask for the Resident Involvement team) or email us at enquiries@lha-asra.org.uk

I would like to find out more about ways in which I can get involved with LHA – please contact me.

Name

Address

Email address if you have one

Telephone number

If relevant, please tick the appropriate box(es) below

I am particularly interested in:

- Joining Forum 100
- Mystery shopping
- Joining a residents association
- Becoming a resident representative
- Standing for election as a Consumer Advisory Panel representative
- Other

