

East Boro Housing Trust
Resident Involvement Policy

East Boro Housing Trust encourages its residents to comment on, and become involved in, the delivery of the services provided by the Trust. The aim of the Trust is to provide good quality affordable accommodation, which is maintained to a high standard for the benefit, comfort and enjoyment of residents that live in it.

In consulting and involving residents in all aspects of the Trust operation, the Trust has formed this resident involvement policy. This policy outlines how the Trust finds the opportunity to and involves residents in areas of governance, the provision of services, consulting on the standard of services, Trusts overall performance indicators, the second of priorities for future investment, and keeping in contact with residents about welfare needs, social activities and other achievements of the Trust.

The Trust has formed the following involvement statement:

“The Trust aims in partnership with its residents to ensure that this resident involvement policy is included annually to encourage total involvement between the Board of Management, the staff of the Trust, ex state holders, and all of the residents of the Trust in all that the Trust does and delivers.”

This policy and the above statement will be reviewed annually by the Trust publicity and public relations committee and the Board of Management to assess the effectiveness of the policy with the aim to ensure continuous improvement at all times.

Resident Consultation	The Trust seeks to obtain and is responsive to requests and shareholders views about the Trust.	Annual <ul style="list-style-type: none"> • Tenants Satisfaction survey • Shareholder Survey • Annual scheme consultations forums • Scheme specific issue consultation meetings • Tenants Conference
Resident Information	The Trust seeks to keep tenants informed about activities performance and management at the Trust	Boro News <ul style="list-style-type: none"> • Quarterly newsletters • Annual report • Annual Financial report • Annual performance indicators • Total communications • Audio
Service Provision	The Trust seeks to consults on the schemes provided to tenants	<ul style="list-style-type: none"> • Annual Tenants Satisfaction Survey • Annual scheme consultation forums
Tenants Welfare	The Trust seeks to: Encourage tenants involvement in the tenant welfare group with Board Members	<ul style="list-style-type: none"> • Tenants welfare group meeting • Tenant training opportunities including improving personal skills and Housing/RSL knowledge
Trust Governance	The Trust enables tenants to become shareholders	Trusts management & meetings policy
If residents are dissatisfied with the Trust	The Trust seeks to enable residents to raise items of concern with the Trust	Trusts Complaints Policy