

Getting involved

There are lots of opportunities to be involved in our work. A resident can decide on their level of involvement from one of consultation to standing for election to the board.

There are several levels of involvement depending on individual interests and time available. We cover costs of travel, provide refreshments and meet childcare costs. To find out more and join our resident involvement register please complete the 'Let's make a difference' leaflet it can be downloaded from this page or if you would like one sent to you in the post contact Julie West, Resident Involvement Coordinator Tel 0300 123 8080. To download the resident involvement expenses and allowances form please click on the link at the bottom of this page.



Resident Involvement Impact Report 2009

Each year we look at all the ways residents' (customers) are involved in influencing decision making and service improvement in the organisation and produce an impact report. This time we also looked at value for money to ensure that we are committing finance and resident and staff time wisely. Over 2009 we estimated that residents' gave over 3,000 hours of voluntary time to take part in consultation and governance. You can download the full report by clicking on the link at the bottom of the page.



Neighbourhood walkabouts

Check out when the next walkabout takes place in your area so that you can join in and have a say about improvements to your neighbourhood



Love to learn

Find out more about resident learning and training opportunities



Consultation

Sharing your ideas and opinions to help us improve our service



Active Community Tenants (Act) network

Improving services and influencing how we work



Involving young people

Crystal Sherman, a DCHA tenant aged 19, is an active member of various resident groups and encourages more people like her to get involved



Making things happen

Helping you to make things happen in your community



Open Door magazine

The very successful DCHA newsletter!



Opening hours survey

Are our opening hours convenient for you? Most people contact us by phone. We currently answer between 9am and 5pm, Monday to Friday, with emergency services available outside of these house for repairs and anti-social behaviour. Does this suit you?

As well as the above opportunities, we also have:

Focus groups

We encourage residents to join focus groups set up to discuss a particular part of our work and how we can improve service in that area.

(Time commitment 1/2 day plus travel)

Residents associations

These aim to improve the quality of life for the wider community and are highly valued by us. Associations can apply for financial help and can take advantage of free subsidised training. To find out more about setting up a residents' association or working with neighbours to improve your local area please [click here](#).

(Time commitment - various depending on whether the association is very active and if you are on the committee.)

Residents' training programme

DCHA offers a wide range of training workshops to residents and can arrange one off training events. These can be tailored to suit the learning needs of resident groups who wish to tackle a specific issue. For example, improving play opportunities in their community or saving energy and combating fuel poverty. To find out what is on offer [click here](#)

(Time commitment - 1/2 day plus travel.)

We also offer an individual [Community Investment Award](#) of up to 250 to help residents pursue excellence. This can contribute towards the cost of an educational course or child care or travel costs to enable you to take part in learning. To find out more information [download the leaflet](#) or contact Julie West on 0300 123 8080, email julie.west@dcha.co.uk

Regional committees

We have three regional committees serving a particular part of the area. They are responsible for

- agreeing the major repair and improvement programmes for their region
- overseeing resident satisfaction for all areas of our service
- agreeing sites for development and for buying land
- overseeing performance targets such as empty properties and arrears
- contributing to overall group policies

The three regional committees cover Cornwall, Plymouth and Devon.

Each regional committee has directly elected tenant representatives. Elections are conducted by Electoral Reform Ballot Services every summer. All residents can vote. Results are published towards the end of August with appointments effective following the annual general meeting in September.

Training is provided to help new members understand their roles.

(Time commitment - considerable at least 4 meetings a year plus special events, training and time to read reports and papers.)

Board membership

Residents can stand for election to the DCHA board in the same way as for regional committees.

(Time commitment - considerable at least 4 meetings a year plus special events, training and time to read reports and papers.)

GRID

The Group Residents' Involvement Directive is a forum made up of nominated resident representatives (not Board members) from across the Group structure (Tor Homes, Penwith Housing Association and Devon & Cornwall Housing Association). Their role is to assist with coordinating resident involvement activity and promoting the DCHG residents' voice in regional and national arenas. This is a relatively new forum that will be leading on coordinating our approach to resident led inspection and mystery shopping across the Group. GRID's terms of reference can be downloaded by clicking on the link at the bottom of this page.

(Time commitment - considerable at least 4 meetings a year plus special events, training and time to read reports and papers.)

Customer involvement statement

[The customer involvement statement](#) was written in consultation with residents in 2009 and details our approach and vision for involving residents in the work of the association. Every year at Active Community Tenants' meetings we discuss whether we have met our involvement promises and if we need to change any of the wording to reflect new challenges or priorities.

If you would like to be involved in this discussion or have any comments to make about the statement please contact [Frances Esau](#). A copy of the resident involvement statement can be downloaded below.

Further information



[Customer Involvement Statement 2010-2011](#) DCHA Customer Involvement State 2010



[Getting involved resident expenses and allowances form Oct 09](#)



[GRID Terms of Reference Feb 2009](#)



[Let's make a difference leaflet](#)



[2009 DCHA Resident Involvement impact report](#)