

Translation

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عربي **ARABIC** বাংলা **BENGALI**

إذا أردت هذه الوثيقة بلغة أخرى فالرجاء
وضد - ٠٠١ - ٠٠١ المربع أعلاه وإعادة هذه

যদি আপনি এই ডকুমেন্ট অনুবাদ আকারে পেতে চান,
তাহলে দয়া করে উপরে বাক্সে টিক দিন এবং এই ফর্মটি
আমাদের নিকট ফেরৎ পাঠান।

中文 (繁體字) **CANTONESE** فارس **FARSI**

如果你希望我們把本文件翻譯成上述文字，請在方框中打勾，然後將本表格寄回給我們。

اگر مایل هستید که این مطلب ترجمه شود، لطفاً در مقابل باکس علامت بزنید و برایمان برگردانید.

ગુજરાતી **GUJARATI** हिन्दी **HINDI**

જો તમને આ દસ્તાવેજનો (ટ્રાન્સલેશન) જોઈતો હોય તો, કૃપા કરી ઉપર બોક્સમાં નિશાની કરી અને આ ફોર્મ અમને રવાના કરો.

इस दस्तावेज़ का अनुवाद यदि आपको चाहिए तो ऊपर बने खाने में टिक का निशान लगा कर कृपया यह फॉर्म वापिस हमें भेजें।

كوردی **KURDISH** 中文 (简体字) **MANDARIN**

ئەگەر تۆزەنگەیت ئەم بەلگەنامەیت بۆ تەرجومە بکەیت، تکایە نیشاوەتێک لە ئەر بۆشاییەکی سەرەوەدا دا بن و ئەم فۆرمەشمان بۆ بنێزەرەو.

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Polski **POLISH** Português **PORTUGUESE**

Jeżeli chcesz przetłumaczyć ten dokument, zaznacz opcje powyżej i zwróć do nas ten formularz.

Se desejar uma tradução deste documento, queira assinalar o caixilho mais acima e devolver-nos este impresso.

ਪੰਜਾਬੀ **PUNJABI** Русский **RUSSIAN**

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤਰਜਮਾ ਪੰਜਾਬੀ ਵਿਚ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉੱਪਰ ਵਾਲੇ ਭੁੱਚੇ ਵਿਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਾ ਕੇ ਇਹ ਫਾਰਮ ਸਾਨੂੰ ਵਾਪਸ ਭੇਜ ਦਿਓ।

Если вы хотите получить перевод этого документа, поставьте выше галочку и верните нам формуляр.

Soomaali **SOMALI** Türkçe **TURKISH**

Haddii aad jeceshahay in dokumentigaan lagu turjumo fadlan calaamad saar sanduuqa kor ku xusan kadibna foomkaan inoo soo celi.

Bu belgenin Türkçe'ye çevrilmesini istiyorsanız, lütfen yukarıdaki kutuyu işaretledikten sonra bu formu bize gönderin.

اردو **URDU** Tiếng Việt **VIETNAMESE**

اِس دستاويز کا ترجمہ اگر آپ کو درکار ہو تو اوپر سیدھے خانے میں ٹک مار نشان لگا کر برائے مہربانی یہ فارم واپس بھیجیں۔

Nếu bạn muốn tài liệu này được chuyển dịch sang tiếng Việt, xin đánh dấu vào ô trên và chuyển bản khai này cho chúng tôi

Contact Us

If you require further information about this leaflet, please contact us by letter, email telephone or visit our website.

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This leaflet is available in other languages, braille or large print on request.

Leaflet Code: SL 008/V1
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RESIDENT involvement



Spectrum
signpost

Our aim is to put residents at the heart of everything we do. We also want to ensure that our neighbourhoods and communities are places where people want to live, now and in the future.

Involvement is about having a real say. By working with us, you can help to improve the quality of life for yourself and your family and make a positive contribution to your community.

How can you get involved?

We have developed with residents a variety of ways that you can have your say depending on the amount of time you have available. Our aim is to be flexible, so we have included options for involvement that do not require you to come to meetings but which mean you can take part from the comfort of your own home.

Involvement can be anything from completing surveys, to walking around your neighbourhood with your Housing Officer on Estate Inspections, to getting involved with a local Residents' Forum, to becoming an elected Resident Board Member.

If you would like to see our menu of options, please look in your Guide to Your Home, visit our website on www.sha.co.uk, or contact us using one of the methods on the back of this leaflet.

Consultation

Your views are important to us and consulting you is one way of involving you in decision-making as well as monitoring the quality of our services.

Your regular feedback, both positive and negative, informs us about our business and where we can make improvements. We do this by surveys (online, post and phone), through local meetings and Focus Groups.

What are the Benefits?

The main benefits of involvement are:

- Having a say about the services we provide as part of your rent and service charges;
- Influencing decision-making and policy development;
- Reviewing performance;
- Greater accountability by us to you;
- Increased skills and confidence for residents through training opportunities.

Without your involvement we would not be able to make sure that we are getting things right for the present and the future.

How do we support involvement?

We want to remove any barriers you may have to getting involved. To do this, we can support you in the following ways:

- Transport arrangements and costs;
- Childcare costs;
- Kennelling and cattery costs;
- Care costs for dependents;
- Identifying training to help you gain skills such as computer training and committee skills.

We can also help resident and community groups with:

- Start-up grants;
- Administrative support;
- Training;
- Venue hire costs;
- Getting other partners involved at a local level;
- Support for local events and activities.

Keeping You Informed

When you get involved, we know it is important that you get feedback. We also wish to keep you updated about matters that affect you. We do this in a number of ways:

- Through our website;
- By sending you a Residents' Newsletter 'Your Voice' four times a year;
- Through display material in our offices;
- By sending you an Annual Report each year describing our performance;
- By providing detailed performance information to our Residents' Forums;
- By hosting an annual Residents' Conference;
- By holding seminars and stakeholder events.

For further information or to get involved visit our website at www.sha.co.uk or contact us using one of the methods overleaf.