

# YOUR GUIDE TO GETTING INVOLVED



# Involving Homeowners

Nectar Homes, is an integral part of Knightstone Housing Association's affordable housing business. Our Homebuy Sales team offers new and existing homes for sale and through the Homeownership Management team we provide housing management services.

It is vital to our business that customers get involved in helping to shape the services we provide, through regular feedback and by helping us to make decisions on service improvements.

This fact sheet lets you know how you can get involved in this process and how you can influence the decisions that are taken by us on your behalf.

## **Resident Involvement Strategy Group**

The Resident involvement Strategy Group (RISG) has been established to give the association's tenants and homeowners an opportunity to really make a difference, to challenge how the organisation is run and to influence decisions. This group is made up of residents and senior members of staff who work together to scrutinise services.

The group meets every six weeks in different locations. The group is chaired by the Director of Operations and is attended by other senior staff members including the assistant director of Homeownership Services.

The RISG considers matters which affect the wider interests of tenants and homeowners however, where the subject for consideration only affects homeowners it is the Homeowners Panel which is the principle decision making body.

There is a selection process for residents wishing to join the group and if you would like to get involved please contact the Resident Involvement Team on 01934 524407 for more information.

## **The Homeowners Panel**

We have set-up a panel of homeowners who are willing to give us feedback and comment on such matters as; new policies; changes to publications and; proposed service improvements.

We communicate with the panel usually by E mail or letter and seek comments and observations prior to making any changes that may affect you. As a member of the panel you don't have to contribute to every debate and can take part as much or as little as you want. Occasionally you will be invited to meetings so that important subjects can be discussed in an open forum. These will usually take place in the evenings at a location to suit as many people as possible. Again, membership of the panel does not commit you to attending these events although we would encourage as many people as possible to make a contribution.

The Homeowners Panel is a key decision making body. The majority of decisions affecting services we provide to you will be influenced or taken directly by the Homeowners Panel.

If you are interested in becoming a member of the panel, please contact The Homeownership Management Team on 01934 524300, or email us at [homeowner@nectarhomes.co.uk](mailto:homeowner@nectarhomes.co.uk)

### **Specialist Meetings**

Although the RISG and the Panel will assist us with most day-to-day decisions, these groups will not deal with subjects which only affect very specific homeowner groups within Nectar Homes.

For example where we wish to make changes which will affect the administration of sinking funds, the decision would be taken at special meetings aimed directly at those customers with sinking funds.

In these cases, we will write or E mail all homeowners who may be affected and invite you to take part in influencing our decisions. We may arrange a meeting or series of meetings, or ask for your opinions by letter or E mail. Usually we will ask you to tell us how you want us to communicate with you.

### **Keeping you informed**

We publish a newsletter twice a year which is published to our web site [www.nectarhomes.co.uk](http://www.nectarhomes.co.uk) . We will tell you about improvements to your services and all matters affecting you, on our web site. Look out for articles in the News section of the web site as well. We will also write to you with important information so be sure to look out for the distinctive Nectar Homes logo and spare a few minutes reading the letters we send you.

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