

sit

Newsletter

MAKING OUR COMMUNITIES STRONGER

Welcome to the first newsletter of our Scrutiny Improvement Team, also called the SIT Panel.

We're all Housing Solutions residents, and our job as SIT Panel members is to make sure Housing Solutions provides the best services possible. We want every resident to feel safe and happy in their home, and to have access to the services they need.

This newsletter will keep you up to date with our work and explain how you can get involved. Here are some of our areas of focus:



We review policies, procedures and services that impact residents and suggest improvements.



We continually look for ways to **achieve value for money** for residents.



We amplify your voice. We listen to your needs and have open and clear conversations with Housing Solutions about how to create services that are right for you.



We hold Housing Solutions to account by receiving regular progress updates and following up on issues residents have highlighted.



Some members of the SIT Panel. Back row from left to right: Aamer, Gary, Brian, Liam, Phil. Front row: Feyaz, Juliet

Meet the panel

Our nine members include leaseholders, shared owners and tenants. We bring a range of perspectives, ages and backgrounds – some of us have lived in a Housing Solutions home for decades.

Our goal is to create strong communities in which all residents can thrive.

We are:

Brian Rayner (Chair)

Alice Mcdonagh

Juliet England

Phil Wilde

Gary Beaumont

Liam Jackman

Aamer Habib

Feyaz Ali

Paula Brown



Hi, my name is **Brian Rayner**.

I'm the Chair of the SIT Panel. I've been a Housing Solutions resident for almost seven years.

Our role on the panel is to represent the interests of Housing Solutions residents regarding the management, maintenance and improvement of their homes and buildings. It's a way for us to talk directly to Housing Solutions and have a real influence on how services are shaped and delivered.



How we work

We help Housing Solutions improve the services it provides to residents in a number of different ways:

1

Conversations with you

We want to hear your experiences and thoughts on how we can help improve Housing Solutions' services and communities. Please share them by email or, better still, get in touch to arrange a chat in person: residentengagement@housingsolutions.co.uk

2

Housing Solutions panels

Many of us in SIT are also members of other panels focused on improving resident satisfaction across Housing Solutions. They enable residents to have their say on issues that matter most to them and offer further opportunities to hear residents' views.

3

Continuous communication

Individual panel members work with Housing Solutions managers and directors to oversee areas such as estate services, repairs, communications, health and safety, lettings, anti-social behaviour and complaints. We provide a direct line of communication from residents to senior management to ensure they provide services to a consistently high standard.

4

Regular meetings

We hold meetings every six weeks at a time to suit panel members. At these meetings, senior members of the Housing Solutions team update us on initiatives, policies and proposals. We give feedback on their plans and report issues and concerns residents have raised.

SIT success stories

Enhancing your Community

In recent months, the SIT Panel has been helping Housing Solutions respond promptly to residents' needs and build foundations for long-term success.

That includes focusing on concerns residents have raised in areas such as communal repairs, estate management and cleaning standards. We've highlighted some of these issues by carrying out anonymous and unscheduled 'mystery shopper' site visits.

Our work has led to positive results such as the installation of new CCTV cameras that have reduced fly-tipping, the resolution of external water supply issues and improvements to the way Housing Solutions measures repairs.



Panel members with Resident Empowerment Manager Nivene Powell

We've also continued to support better communication with our residents. For example, we've been involved in developing a forum for younger people to make sure their voices are heard.

We've also taken part in the interview and selection of candidates for senior management roles to keep resident priorities at the heart of the process. Finally, every member of the SIT Panel has signed a Code of Conduct to ensure we work to high ethical standards.

Let's SIT down together

Your SIT Panel needs YOU! We're always keen to welcome new SIT members. If you want to help improve the services that affect residents, why not join us?

In line with our Equality and Diversity policy and ethos, we welcome members from all backgrounds and are particularly keen to recruit younger members. To find out more or to share your thoughts about how Housing Solutions could improve its services, call or email using the contact details below.


You can also **scan the QR code** to leave feedback about this newsletter. We'd love to hear your suggestions about what to include in the next edition.



 Housing Solutions

 SIT

 residentengagement@housingsolutions.co.uk

 01628 543101