Resident Involvement Policy

Purpose of this document
To outline the company’s policy on resident involvement including both tenants and leaseholders.

Policy
Lovell wishes to openly encourage residents to become actively involved in all of the projects we undertake. On all projects, a menu of options for involvement will be offered and support also given. In conjunction with local residents groups and clients, we will jointly develop project specific procedures and systems within this overarching framework.

Service standards
Lovell will provide quality information and give regular feedback to all residents throughout the project.
A menu of options will be made available for scheme specific resident involvement.
Through active involvement, residents will be able to effectively influence the overall performance of the partnership.

Impact on customers
By encouraging customer involvement and participation it is anticipated that resident satisfaction will increase to the benefit of all parties involved in the project.

Introduction
Lovell wishes to encourage residents to become actively involved in all of the projects we undertake.

This policy sets out an easy to understand guide for Lovell staff, supply chain representatives and residents, to ensure that all groups are clear about how residents can effectively participate in the services provided for them. Lovell will continue to develop and support tenants and residents’ associations in this proactive manner. In addition, we also recognise that many residents wish to become involved in other ways, and we will therefore jointly develop, bespoke ways in which residents can become involved in specific projects.

Quality information and regular feedback
Through genuine partnering, Lovell is committed, to giving quality information to all residents. Project & Tenant Group Newsletters are produced on average each quarter to pass on information to local residents. These newsletters are mailed to each resident at their home address. With resident involvement, the partnership will act as the editorial board and determine the content of each release. Such newsletters are regarded as a key way in which to effectively communicate with all residents.

Following meetings, feedback will be given in written form directly to all residents of a particular scheme. Feedback on the concerns of residents and the work Lovell is doing to address those concerns is also provided to the Board each quarter and to the landlord/client on a monthly basis.

Menu of options for resident involvement
Lovell has developed a number of different ways in which residents can be actively involved in our projects. By tailoring the types of involvement offered to meet individual needs, the amount of direct involvement and its impact has been maximised.
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The format for developing such involvement has been two-fold. Firstly, it has been developed around particular housing schemes and includes the holding of Community Feedback meetings, recruiting and supporting scheme representatives and support for tenant and resident groups.

Secondly, it has been developed around service delivery themes, and includes the work undertaken by Resident Liaison Officers (RLO’s) and Focus Groups. The work of RLO’s and Focus Groups has been seen as a success by residents and staff and is a key way in which Lovell evaluates the success, or otherwise, of our service delivery, and strives for continuous improvement. There have also been consultation events around issues such as the Safety & Security, Employment & Training and Environmental awareness and Leaseholder concerns.

Support for resident involvement
In order to support the work of tenants and residents’ associations, Lovell will work together with each recognised group to maximise opportunities for support.

On all projects, tenant and resident association representatives, landlord/client representatives and tenant consultants shall be offered an induction to explain the work of Lovell and the roles of the staff who undertake it.

Influence at all levels
In order to further demonstrate our commitment to resident involvement, Lovell affirms its belief in resident involvement at project levels. At a strategic level on projects, residents are encouraged to get involved with Tenant Committees and Leaseholder Panels, and there is a tenant representative on local Boards. In addition, Service Improvement Groups have been developed which include tenant representation.

Residents need to be assured that the voice of the customer is heard at all levels, including at the strategic level, so that they can see that they can influence the work of the project and the services provided for them.

Equality and diversity
Lovell Equality & Diversity statement commit’s us to ‘removing unlawful and unfair barriers across all of our services’ and it is hoped that by encouraging residents to become more involved we may encourage members of BME communities under-represented at Board level to become more involved with the work of the partnership at many levels. This includes individuals, scheme representatives and those who wish to set up residents’ associations.

Publicity
Lovell will make every effort to publicise the work the company and our residents undertake with regard to resident involvement. Our company and project newsletters will include details about involvement issues and our community initiatives will maximise all opportunities to promote the positive publicity of the partnership.