



# Residents Panel

## Why not become a member?

Hounslow Homes aims to 'deliver excellent housing services' and to do this we need to find out what you think about how we are doing and what you think needs to be improved. One of the ways we do this is through our **Residents Panel**.

### What is the Residents Panel?

The panel was set up in 2004 and is made up of more than 100 residents, leaseholders and tenants. Members are asked to give their views via questionnaires and focus groups. They have also recently been sent a draft customer care strategy to comment on.

### Why do we need the Panel?

It is important that you are able to influence and be involved in the changes and decisions that affect your neighbourhood.

The residents panel has a key role to play in making this happen.

### How long will you be a member?

The maximum time residents can be on the panel is three years. We renew the panel by a third of members each year. We also remove from the list anyone who has not replied to the last three surveys sent to them.

### What will being a member involve?

The Panel may be contacted up to four times a year to complete a questionnaire, telephone survey or to take part in a focus group. Panel members may also be sent draft documents and asked for their views.

### Commitment to our members

As a Panel Member we will provide you with:

- Feedback on surveys and questionnaires
- Translation/interpreting, signing or access services
- Creche facilities
- Travel expenses

### Confidentiality

Any information you provide will be treated in the strictest confidence.

### What happens now?

If you would like to be a member of the panel we would love to hear from you.

Please complete the slip below or contact:

Samuel Carr-Hill on  
0208 583 3743  
samuel.carr-hill@  
hounslowhomes.org.uk

Alternatively, you can download the application form from our website:

[www.hounslowhomes.org.uk](http://www.hounslowhomes.org.uk)

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### Resident Panel Application

Please send me an application form to become a member of Hounslow Homes Residents Panel.

Name: .....

Address: .....

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Please return to: Best Value and Quality Development Team, Hounslow Homes,  
St Catherine's House, 2 Hanworth Road, Feltham, TW13 5AB or take to any Housing Office.



## What has already been achieved by the panel

Activity	What you said	Improvements made
'How Accessible do you find Hounslow Homes' Services' Questionnaire	<b>Poor</b> – lack of knowledge on Hounslow Homes restructure and who to contact. <b>You wanted</b> – itemised billing for service charge.	Customer relationship management IT system currently being piloted to improve accessibility and communication. Service charge bills are now itemised.
Hounslow Homes Website Questionnaire	<b>You liked</b> – the layout, navigation of the site, design, clear presentation of information. <b>You wanted</b> – more information on Major Works	Up-to-date information on Major Works and the Decent Homes Programme now available on our website.
Best and Worst Services Questionnaire	<b>Best Services</b> – minor repairs, dealing with abandoned vehicles, providing information, responding to rent enquiries. <b>Services in need of improving</b> – action on anti-social behaviour, providing you with decision making opportunities, cleaning on estates.	Repair appointments kept now stands at over 99%, with the introduction of the Opti-time IT system. Hounslow Homes is to consult further with residents with the aim of improving services.
Tenant Training Programme Questionnaire	<b>You liked</b> – all those who had been on a course found it useful, informative and the staff supportive. <b>You wanted</b> – more anti-social behaviour courses and courses to help everyday life situations and more flexibility in regards to time and venue.	Tenant Training Opportunities prospectus in Hounslow Homes News twice a year. Anti-Social Behaviour course was held in June this year, with more to follow. Family learning, debt management and gardening courses have begun or are planned for later this year. Adult Education trying to identify tutors who will teach on a Saturday.
Draft Customer Care Strategy – Reading Group	Relevant and significant comments about the proposals.	Following the views and comments of Panel Members on reading this draft strategy, it has been withdrawn and is currently being reconsidered.

Haddii aanad fahmayn dokomantigan, waxaa kuu diyaar ah kaalmo lacag la' aan ah oo aad ka heli kartid Waaxda Turjumida. Telfoonku waa: 020 8583 2290

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਯੂਨਿਟ ਤੋਂ ਮੁਫਤ ਮਦਦ ਮਿਲ ਸਕਦੀ ਹੈ। ਫ਼ੋਨ ਨੰਬਰ ਹੈ: 020 8583 2297

यदि आपको यह दस्तावेज़ समझने में मुशकल आती है तो ट्रांसलेशन युनिट से मुफ्त मदद मिल सकती है। फ़ोन नंबर है: 020 8583 2520

اگر قادر به فهمیدن این سند نیستید، کمک به نحو مجانی از طرف بخش ترجمه فراهم می باشد. شماره تلفن 020 8583 2299 است.

ਜੇ ਤੁਸੀਂ ਆ ਦਸਤਾਵੇਜ਼ ਵਾਂਗਵਾਂਸਾਂ ਤੇ ਸਮਝਵਾਂਸਾਂ ਮੁਸ਼ਕਲੀ ਪੜ੍ਹੀ ਡੀਯ ਤੋ, ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਯੂਨਿਟ ਵਾਂਗੀ ਮਫ਼ਤ ਮਦਦ ਮਗੀ ਸਕੋ ਓ. ਟੇਲਿਫ਼ੋਨ ਨੰਬਰ ਓ: 020 8583 2294

اگر آپ کو دستاویز سمجھنے میں کوئی مشکل ہے تو آپ کو ٹرانسلیشن یونٹ سے مفت مدد مل سکتی ہے۔ ٹرانسلیشن یونٹ کا نمبر ہے 020 8583 2299

For a copy of this residents panel flyer in large print, Braille or an alternative format please contact 020 8583 2299 or minicom 020 8583 3122.