



**Northwards Housing**  
North Manchester's Council Homes  
[www.northwardshousing.co.uk](http://www.northwardshousing.co.uk)



# WHY NOT GET INVOLVED?



Join one of our forums and have your say on issues facing people in your area.



**'I used to complain about our neighbourhood, I had lots of ideas about what I'd like changed. Now I realise that Northwards need our help and knowledge to make a difference and by joining a forum I can speak for the community to help us improve together'**

*Charlotte Grant, Fourways panel member, and Northwards tenant involved in three of our resident forums.*

**Resident Forums are a great way for tenants and residents to get involved with Northwards Housing. The Forums give residents the chance to comment and get information on:**

- ☼ Northwards services.
- ☼ Ideas and activities.
- ☼ Discuss community concerns or issues with Northwards staff and other residents.

**There are a wide variety of Forums, so there is something for everyone. We strongly encourage our tenants and residents to come and see the benefits of being involved.**

**If you are interested in joining any of our forums, please contact us on:**

**03000 123 123**



# RESIDENT INVOLVEMENT FORUM

## We need you!

Join this forum to discuss ways of getting other tenants and residents involved with Northwards and their community.

## WHAT WOULD YOU DO?

- ✳ Review and suggest training courses for residents.
- ✳ Look at ideas to involve residents with Northwards.
- ✳ Discuss and participate in sharing new ideas.

WE MEET UP ONCE EVERY TWO MONTHS

IDEAS FOR FUN EVENTS



# COMMUNICATION FORUM

Have a flair for words, want to show your creative side or just spread the word about things going on in your neighbourhood? This forum is for you.

## WHAT WOULD YOU DO?

- ✳ help decide and create content for our tenant magazine; Northwards Natter.
- ✳ make sure all Northwards communications are easy to read so they can get the tenant friendly stamp! Look out for the stamp on the front of this leaflet.
- ✳ give feedback on publications and let us know how we can improve the information we give to our tenants.

WE MEET UP FOUR TIMES A YEAR

SHOW US YOUR CREATIVE SIDE



## REHOUSING FORUM

Help us deliver one of our main services by joining this forum that helps tenants to find homes across north Manchester.

### WHAT WOULD YOU DO?

- ✳ look at all aspects of obtaining a home with Northwards, including how to register for rehousing, how to access services and how to make sure we are providing the best possible service.
- ✳ play a key role in reviewing policies around rehousing.
- ✳ be involved and consulted on improving the services that Northwards Housing provide.

WE MEET EVERY SIX WEEKS

HELP REVIEW OUR HOUSING POLICY



## HIGH RISE LIVING FORUM

Come along and discuss issues involving high rise living schemes to help improve the lives of tenants.

### WHAT WOULD YOU DO?

- ✳ help to improve multi story block services.
- ✳ look at all issues to do with living in multi storey blocks.
- ✳ Speakers attend the forum to talk about issues, such as decent homes work, recycling facilities, security and accessibility to the blocks.



WE MEET UP FOUR TIMES A YEAR



TALK ABOUT ISSUE SUCH AS RECYCLING

# RETIREMENT HOUSING FORUM

Join our lively forum that welcomes all residents who live in retirement housing.

## WHAT WOULD YOU DO?

Help provide lots of suggestions for improvements to the schemes and the service provided. The Forum works with Northwards to:

- ⊗ improve communal facilities/services.
- ⊗ raise the profile of retirement housing.
- ⊗ champion causes that help older people to live independently.



WE MEET UP THREE TIMES A YEAR

WORK WITH US TO IMPROVE THE GARDENS



# REPAIRS AND IMPROVEMENT FORUM

This forum is a great way to help shape and find out about the repairs and home improvement services.

## WHAT WOULD YOU DO?

- ⊗ discuss repair and improvement issues that are of particular interest to you and your neighbourhood.
- ⊗ provide suggestions and comment on repairs and improvements.
- ⊗ make a real contribution to improving the service.



WE MEET UP EVERY TWO MONTHS

SUGGEST IMPROVEMENTS TO OUR REPAIRS SERVICE



## LEASEHOLDER'S FORUM

The Leaseholder's Forum is a way for leaseholders to get involved and have their say in all matters relating to their lease.

### WHAT WOULD YOU DO?

Help suggest improvements to the schemes and services provided, and work to:

- ✳ develop ideas for improving the management of your property, including any repairs and improvements.
- ✳ bring new ideas for friendly and open discussion.
- ✳ develop the links between Northwards and leaseholders to improve communication.

*We are always looking for more leaseholders to join our forum, so please get in touch.*

**WE MEET UP FOUR TIMES A YEAR**

DISCUSS NEW IDEAS AND JOIN IN OUR FRIENDLY AND OPEN DISCUSSIONS



## ACCESS TO SERVICES FORUM

Anyone who has an interest in helping Northwards make services easier to access, and more user friendly should join this forum.

### WHAT WOULD YOU DO?

- ✳ help with Northwards commitment to the delivery of top class customer services to as many people as possible.
- ✳ discuss a wide range of choices to help our customers decide how best to access our services to meet their individual needs, lifestyle and preferences.
- ✳ Share ideas and suggestions for improving the accessibility of our services and improvements.

**WE MEET UP WHEN REQUIRED**

HELP US TO DELIVER A TOP CLASS CUSTOMER SERVICE



# THE DISABILITY FORUM

Would you like to help us address issues and difficulties facing disabled people?

## WHAT WOULD YOU DO?

- ☼ talk about concerns and think of ideas to help Northwards improve services for people with a disability.
- ☼ share ideas, suggestions and experiences to promote access for everyone.
- ☼ work on projects and events to raise awareness of disabilities.

**WE MEET UP ONCE EVERY TWO MONTHS**

HELP US IMPROVE OUR SERVICES FOR DISABLED PEOPLE



# THE BLACK AND MINORITY ETHNIC FORUM (BME)

We invite anyone with an interest in issues facing black and minority ethnic people.

## WHAT WOULD YOU DO?

- ☼ talk about concerns and think of things to help Northwards improve services for people from BME backgrounds.
- ☼ share ideas, suggestions and experiences to promote access for everyone.
- ☼ provide constructive feedback on the policies and procedures in Northwards, helping to create better information for tenants and staff.

**WE MEET UP ONCE EVERY TWO MONTHS**

SHARE YOUR EXPERIENCES TO HELP US PROMOTE ACCESS FOR EVERYONE



# LESBIAN, GAY, BISEXUAL AND TRANSGENDER FORUM (LGBT)

If you are interested in the issues facing Lesbian, Gay, Bisexual and Transgender (LGBT) people, why not join this forum?

## WHAT WOULD YOU DO?

- ✳ discuss ways to improve services and customer satisfaction for LGBT tenants.
- ✳ look at how to make our communities more inclusive and welcoming places for LGBT people.
- ✳ contribute ideas for LGBT awareness training sessions for our employees and contractors.

WE MEET UP ONCE EVERY TWO MONTHS

CONTRIBUTE IDEAS TO HELP US DEVELOP LGBT AWARENESS TRAINING

# YOUR NOTES



HOPE TO SEE YOU THERE!



To find out more about how to get involved with Northwards Housing in large print, Braille, or on CD call: 03000 123 123.



Kjo fletëpalosje shpjegon mënyrat e pjesëmarrjes tuaj me Northwast Housing. Për të dhëna të mëtejshme telefononi më 03000 123 123.

Albanian

تحدث هذه الكراسة عن الطرق التي يمكنك المشاركة بها مع نورث واردز هاوزينغ - Northwards Housing. للمزيد من المعلومات، اتصل بالرقم 03000 123 123.

Arabic

本宣传单谈论了有关你可以参与Northwards Housing之工作的方法。如果需要更多的信息，请致电03000 123 123。

Chinese

Cette brochure vous informe des possibilités de s'associer avec Northwards Housing. Pour de plus amples renseignements, veuillez appeler au 03000 123 123.

French

ئەم بڵاڤۆكە دەربارەى ئەو رێگایانە قسە دەكات كە بەهۆیانەو دەتوانیت لە چالاكییهكانى خانوو بەرەى نۆرتوردس (Northwards Housing) دا بەشداری بكەیت. بۆ زانیاری زیاتر، تەلەفون بكە بۆ 03000 123 123.

Kurdish

Este folheto explica as maneiras em que se pode envolver com a Northwards Housing. Para obter mais informações, ligue 03000 123 123.

Portuguese

Warqadan daabacani waxay ka hadlaysaa sida aad wada shaqayn ula samayn karto Northwards Housing. Si aad u hesho warbixin dheeraad ah, wac 03000 123 123.

Somali

ه دستى اشتہاران طریقوں کے بارے میں بتاتا ہے جن کے ذریعے آپ نارٹہ وارد ڈ ہاؤسنگ کے ساتھ شامل ہو سکتے ہیں۔ مزید معلومات کے لئے 03000 123 123 پر فون کریں۔

Urdu

03000 123 123