

# Standards of Service

## Our commitment to engaging and involving everyone:

1. You have the right to be consulted upon and will be encouraged to get involved in your housing service. We will publish and keep updated a Resident Involvement Agreement to advise residents on how to be involved.
2. You have the right to be consulted about any plans we have to improve your home or the area around it. We will give you accurate, honest and timely information so you can make genuine choices and we will follow an agreed consultation procedure.
3. We will encourage, support and promote involvement by individuals and the community as a whole - at local level and throughout north Manchester. We will work with partner agencies and strive to contribute to the Neighbourhoods of Choice agenda.
4. We will develop and use various consultation methods so that involvement is genuine and effective. We will ask local people about what consultation methods to use and publish these in the Resident Involvement Agreement.
5. We will be proactive about consulting with residents to determine their concerns - not just as a means to solve problems.
6. You have the right to start or join a local tenant and resident group.
7. We will encourage, support and help fund tenant groups so they can play an effective part in engagement.
8. We will offer and promote training to tenant and resident groups and individuals and respond to requests for training to make them more effective, an annual training programme will be available. The Resident Involvement Forum will review and approve all training programmes.
9. We will advise, support and give information to tenants who are thinking of a different way to run their homes, i.e. Tenant Management Organisations (using relevant housing laws).
10. We will have a fair, efficient and widely available complaints procedure.
11. Northwards is committed to providing a service that is fair, equal and accessible to all. Our tenant and resident groups reflect this commitment and we work together to break down barriers and create opportunities for everyone to be involved.