



# Community Voice Application Pack

# Welcome to ForHousing Community Voice!

Within this pack, you will find everything you need to help you decide whether you would like to join the Community Voice.

The Community Voice is a local, independent group that works alongside ForHousing. By being a member, you will:

- Have an understanding of how we deliver our services in your local area
- Help us to shape and improve services and hold us to account if we're not getting it right
- Tell us what opportunities are happening in your community and raise any issues
- Make important decisions regarding our Community Fund and Local Area Improvement grant, making sure that local groups and individuals can get money to deliver projects that really make a difference

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## What is Community Voice?

We have three Community Voice groups, Fitton Hill, Salford and Stockbridge Village. The Community Voice are made up of local tenants and members.

### The groups roles and responsibilities are:

- To work alongside ForHousing as partners, to talk about opportunities to work together, raise issues and help solve them
- To hold us to account for the local delivery of services, letting us know what we are doing well and where we need to improve
- To provide a formal forum for the escalation of issues that arise in your community to us, where we have links with our other involved tenant groups, such as the Customer Committee and Scrutiny
- To let us know about any issues or activities in your local community
- Make decisions regarding the Community Fund and Local Improvement Grant. These funds provide grants of £500 and £3,000 to local groups and individuals who want to deliver a project or activity that will make a positive difference to their area
- Support the communication of key issues and decisions from the community to ForHousing, Scrutiny and Customer Committee and also any changes and decisions from these groups to the community
- It's important that members do not use the group as a forum to raise individual cases but as a forum for community feedback



## How we work

At ForHousing, we are guided by our vision, mission and values.

### Our vision

**To positively impact the lives of our social housing tenants**

Everything we do has this at its core.  
We want to deliver on what matters to them.

### Our mission

**To provide safe, well maintained homes and deliver customer focused, equitable and efficient services**

We will listen to tenants and act on their feedback.  
We always want to do better.

### Our values



**Respect**



**Trust**

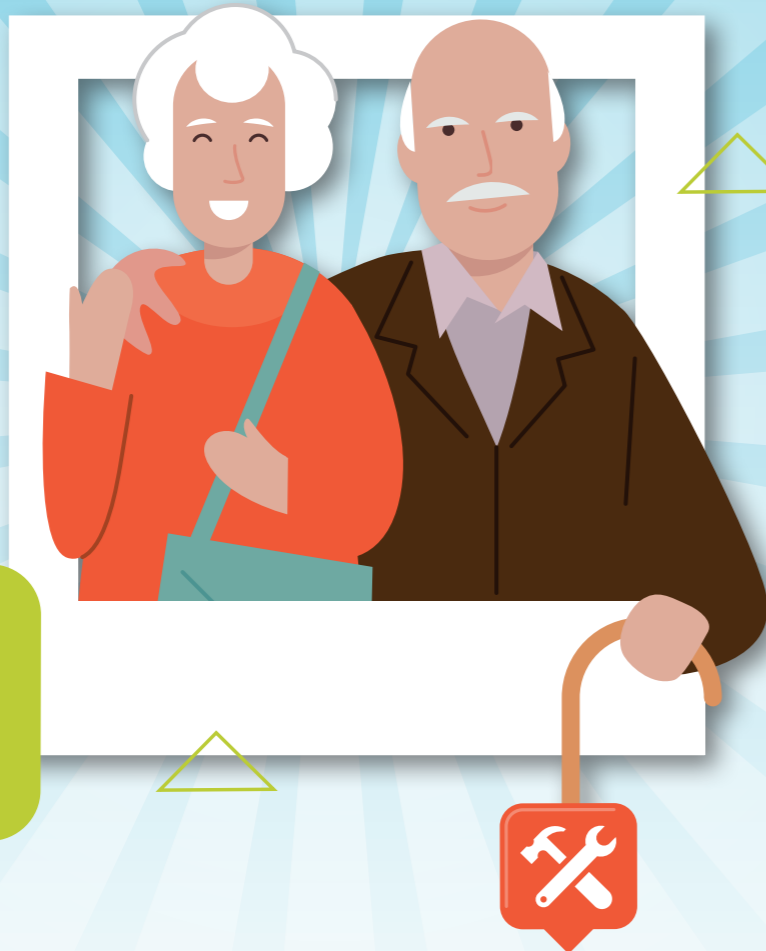


**Openness**



**Passion**

With tenants at the core of everything we do.  
Our values shine through and drive our behaviour.



## Who is ForHousing?

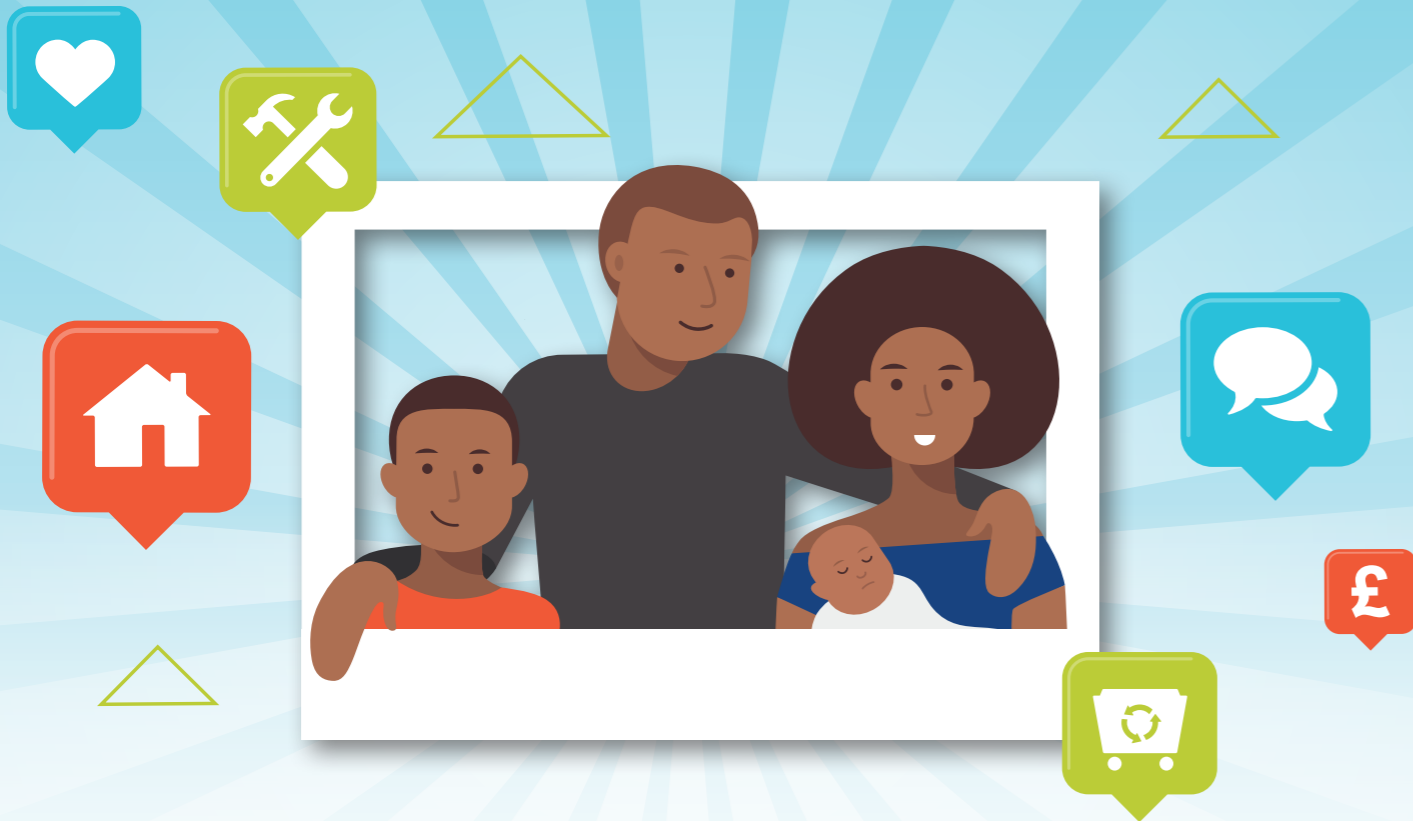
ForHousing is a social landlord who own and manage 24,000 homes across the north-west. Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of what we do, we provide safe, well-maintained homes and deliver customer focused, equitable and efficient services. And we always want to do better.

## What we do

We focus on what matters and tenants are at the heart of what we do, we provide affordable, quality and well-maintained homes where tenants feel safe and secure.

Tenant satisfaction is the foundation of our plans. We aim to provide excellent services that are easy to access and fast – through automation and insight. Our resources focus on delivering efficient local services that matter to tenants.



## What is the Commitment?

By becoming a Community Voice member there are certain commitments that you will make to ForHousing and that we will make to you.

- You will attend up to four meetings per year, in March, June, September and December
- You will receive a pack of papers for this meeting one week in advance, which contains updates about ForHousing services, performance information and agenda item presentations. You are expected to review this before the meeting to be prepared
- Every month you will be asked to make decisions about Community Fund and Local Area Improvement grant applications. The information is sent to you in one report by our Community Development Team
- You will be invited to attend other meetings and focus groups about key projects and initiatives in ForHousing, although you don't have to attend
- You will follow the involved tenant code of conduct

## Our commitment to you is:

- We will provide you with an induction into the Community Voice and offer you training and support
- We will ask you to help us design the agenda for the meetings
- We will send you the papers one week in advance of the meeting to give you time to review them
- We will offer you a reward of a £50 annual voucher for attendance at a minimum of three meetings
- We will make a £15 per month contribution to your Broadband costs
- If you need equipment, we will loan you a tablet

## How do I apply?

If you would like more information about becoming a Community Voice member you can email [communities@forhousing.co.uk](mailto:communities@forhousing.co.uk) or phone Toria Buzza on **07885 988 788** or Nina Hodgson on **07841 838 797**.

You can fill in this application and send it to [communities@forhousing.co.uk](mailto:communities@forhousing.co.uk)

Or access it online here: [www.forhousing.co.uk/getinvolved/](http://www.forhousing.co.uk/getinvolved/)

Firstly, we'd like to know a little more about you:

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_

Area (please tick):  Fitton Hill  Salford  Stockbridge Village

Telephone number: \_\_\_\_\_

Email: \_\_\_\_\_

Secondly, we'd love to know why you want to get involved with the community voice and it's up to you how you'd like to tell us! You can either write something in the box below telling us:

- Why you want to get involved?
- What you love about your local community?
- How you could support in making a difference?
- What will you get out of it?

Or you can send us a quick (maximum 4 minute) video via **WhatsApp** to **07841838797** or email it to [communities@forhousing.co.uk](mailto:communities@forhousing.co.uk)

Closing date: Monday 23 October 2023

