



Get Involved – Register Now!

We want you to tell us if we are doing a good job and where we can improve. Any current tenant or leaseholder within Lewisham Homes can participate. You will have the chance to make suggestions and put forward ideas for improvements. You don't have to attend meetings if you don't wish to, you can choose how you want to be involved!

What will you be expected to do?

- Choose the services you wish to comment on and how you want to be involved.
- Give your views on existing housing services and priorities for improvements.

How much time will you have to give?

It's up to you. You will be invited to participate in any activity that you have shown interest in, but you are not obliged to take part. Help with travel and childcare costs will be available where appropriate

*denotes the required field	
*Please select your Housing Office:	Holbeach <input type="checkbox"/> Home Park <input type="checkbox"/> Honor Oak <input type="checkbox"/> Pepys <input type="checkbox"/>
Your Details	
*Title:	
*First name:	
*Last name:	
*Address:	
*Daytime telephone number:	
Evening telephone number:	
Mobile telephone number:	
Email:	

Please tick the boxes below if you do not wish to be contacted for publicity purposes

via email

via text message

What are you interested in? Please tick all that apply.	
<input type="checkbox"/> Antisocial behaviour	<input type="checkbox"/> Equalities policies - how we ensure we are being fair and equal to all people.
<input type="checkbox"/> Services for young people	<input type="checkbox"/> Caretaking and maintenance
<input type="checkbox"/> Rent setting	<input type="checkbox"/> Leasehold services
<input type="checkbox"/> Communications - commenting on publications such as the quarterly magazine called Home , leaflets and the website.	<input type="checkbox"/> Lewisham Homes performance <input type="checkbox"/> Procurement – getting involved in selecting contractors for Lewisham Homes
<input type="checkbox"/> How residents get involved (Residents Charter)	<input type="checkbox"/> Repairs and improvements

Other [please specify]

How would you like to be involved?

Attending conferences.
Conferences could be a one or two day event.

Attending focus groups
A focus group is where residents are invited to talk to Lewisham Homes about a particular issue in a small discussion group over a couple of hours.

Joining my Tenant and Resident Association (TRA) who meet on your estate regularly to discuss issues. Your TRA will usually meet either monthly or bi-monthly

Becoming a mystery shopper
As a mystery shopper you will be asked to assess Lewisham Homes or another housing organisation. A day's training will be provided and each resident who signs up will be expected to do five 'shops' this could be sending an email or a letter, telephoning or visiting an office. You will be paid in vouchers for your time.

Taking part in discussions via the internet

Taking part in estate inspections
Estate inspections happen about every two months on each estate and take about two hours. Lewisham Homes staff from repairs, housing management and caretaking will attend so you can tell them about any problems.

Provide comments via email

Completing surveys:

via telephone via post face to face via SMS taking part in meetings

If yes, please tick the times that suits you.

Mornings

Afternoons

Evenings

Weekends

Are you interested in taking part in training? Please tick all courses that you are interested in.

Chairing Skills

Newsletters and Publicity

Secretary Skills

Computers for absolute beginners

Running Effective Meetings

Introduction to Microsoft Word

Treasurer Skills

Introduction to Microsoft Excel

Influencing and Negotiation Skills

Intermediate Microsoft Word

Equality and Diversity

Intermediate Microsoft Excel

Involving Everyone

Basic DIY – Plumbing in the Home

Involving Young People

Basic DIY – Painting and Decorating

Time Management

Other – Please specify

First Aid

Big idea, tell us the big idea for your estate and the Customer Panel will assess it and help you make it happen!

Equal Opportunities

Lewisham Homes wants to improve the service it provides to all residents.

This information is strictly confidential and will be used to find out if our services are reaching all sections of our diverse communities equally.

Age		Gender		Disabled		Ethnic origin	
Under 18	<input type="checkbox"/>	Male	<input type="checkbox"/>	Yes	<input type="checkbox"/>	British	<input type="checkbox"/>
18-25	<input type="checkbox"/>	Female	<input type="checkbox"/>	No	<input type="checkbox"/>	Irish	<input type="checkbox"/>
26-59	<input type="checkbox"/>					Other white background	<input type="checkbox"/>
60-74	<input type="checkbox"/>					Caribbean	<input type="checkbox"/>
Over 75	<input type="checkbox"/>					African	<input type="checkbox"/>
						Other black background	<input type="checkbox"/>
						Indian	<input type="checkbox"/>
						Pakistani	<input type="checkbox"/>
						Bangladeshi	<input type="checkbox"/>
						Other Asian Background	<input type="checkbox"/>
						White and black Caribbean	<input type="checkbox"/>
						White and black African	<input type="checkbox"/>
						White and Asian	<input type="checkbox"/>
						Other mixed background	<input type="checkbox"/>
						Chinese	<input type="checkbox"/>
						Vietnamese	<input type="checkbox"/>
						Turkish	<input type="checkbox"/>
						Turkish Cypriot	<input type="checkbox"/>
						Other (please specify)	<input type="checkbox"/>

Please print this form after completion and return to your housing office or email form to getinvolved@lewishamhomes.org.uk. Alternatively you can post to

Community Involvement
 Lewisham Homes
 Freepost(No Stamp required)
 London
 SE6 4TW

Submission comment:

Thank you for your interest in getting involved, our Community Involvement Team will be in contact with you soon. If you have any questions, please don't hesitate to contact us on 020 8314 9267 or email getinvolved@lewishamhomes.org.uk