

Review of Moat's resident involvement strategy

Moat is carrying out a review of its resident involvement arrangements during February and early March 2012. Our main aim is to modernise the way we involve residents, making involvement methods more accessible and appealing, and enabling residents to have more influence.

We need your views so that we can understand how you would like to influence service delivery arrangements and the important decisions we make that affect you.

Therefore, can you please take a few moments to complete this questionnaire? As well as conducting this survey, we are holding resident focus groups.

1. About you

- a. What is your name? _____
- b. Where do you live? _____
- c. How long have you lived in your home? _____

2. What happens now - current ways you can get involved with Moat

Can you please tell us whether you know about the following ways you can get involved at the moment? Please tick the ones you know about and also those you are, or have been, involved in.

Ways you can get involved	I know about this group (please tick)	I am or have been involved in this group (please tick)
Moat Residents' Forum		
Moat Property Services Group		
Policy and Procedure Strategy Working Group		
London Group of residents Association (LGRA)		
South Area Residents Association (SARA)		
Moat East Residents association (MERA)		
Local Residents' Associations		
Service Charge Working Party		
Mears Repairs Contract Monitoring Group		
Gas Servicing Contract Monitoring Group		
Cleaning and Gardening Contract Monitoring Group		

Sheltered and Supported Housing Group		
Anti Social Behaviour Group		
Mystery Shoppers		
Resident Inspectors		
Ideas Catcher		
Community Champions		

3. Looking to the future

Which of the following issues interest or concern you most?

a) My home and my neighbourhood

- Anti social behaviour___
- Repairs and maintenance___
- Grass cutting___
- Empty properties___
- Communal cleaning___
- Community facilities___
- Rubbish dumping and litter___
- Community activities___
- Anything else? (please give details)

b) Moat's performance

- Anti social behaviour___
- Repairs and maintenance___
- Grass cutting___
- Empty properties___
- Communal cleaning___
- Lettings ___
- Rubbish dumping and litter___
- Income collection___
- Resident involvement___
- Service charges___
- Access to services___
- Customer care___
- Equality and diversity___
- Value for money___
- Anything else? (please give details)

Now that you have chosen the issues you are interested in, can you please tell us how you would like to get involved in influencing and tackling the above issues? Please choose which of the following ways would suit you best.

Ways to get involved	Please choose by ticking one or more
Attend meetings on a regular basis (e.g. once every two or three months)	
Attend meetings from time to time (e.g. a task and finish group)	
Participate in regular customer surveys	
Receive information by post or email and provide comments	
Get involved in occasional community activities	
Carry out checks on services (e.g. estate inspections, ready to let property checks and customer surveys)	

Are there any other ways you would like to get involved and have your say? _____

4. And finally...

a) Is there anything that would stop you from getting involved?

Please specify

b) Is there anything that would help you to get involved?

Training__ Payment of out of pocket expenses__

Help with transport__ Help with child care__

Holding activities in the evening or at the weekend __

Offering incentives for involvement__

Is there anything else that you would like Moat to do to help you to get involved?_____

Equal opportunities: By answering the following questions you will help us make sure we give a good and fair service to everyone in your community. This information is strictly confidential and will be used for monitoring purposes only in accordance with the Data Protection Act 1998.

5. Are you: Male Female

6. Age Group: Please circle one only

16-24	25-34	35-44	45-54	55-64	65+
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7. Your ethnic group: please circle one only

White British	White Irish	White Other	Black or Black British Caribbean
Black or Black British African	Black or Black British Other	Asian or Asian British Indian	Asian or Asian British Pakistani
Asian or Asian British Bangladeshi	Asian or Asian British Other	Mixed White / Black Caribbean	Mixed White / Black African
Other Ethnic Group	Prefer not to answer		

8. Your disability information: please circle all that apply

No disability	Wheelchair user	Blind	Partially sighted
Need carer	Deaf	Hearing difficulties	Learning difficulties
Mental health issues	Dementia	Other, please specify:	

Thank you for taking the time to complete this survey. We can assure you that your views will help to shape our future approach to empowering residents to influence what we do and how we do it.

We will write to you by the end of April 2012 to let you know the results of our review and to let you know what will happen next.