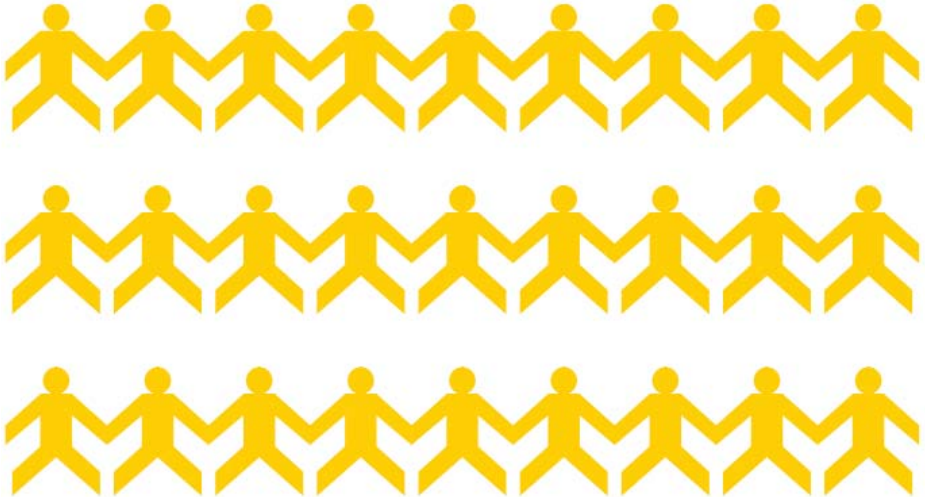


## 5. You and your neighbourhood

### What you can expect from us



- Getting on with people
- What resident involvement is
- Why get involved
- How to get involved



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## In this section, we tell you about:

- getting on with your neighbours, the people you live with and other residents.

## *Getting on with people*

Sometimes people have problems with their neighbours, the people they live with, or other residents. If you have a problem like this, first talk to our care and support staff and ask them to help you sort it out.

If you would like to complain about any of your neighbours, please follow the guidelines in You and South Wight Housing Association.

### Also part of the Supported Housing Residents' Handbook:

- You and your household
- You and your home
- You and South Wight Housing Association
- You and your rent



### In this section, we tell you about:

- what resident involvement is
- why you should get involved
- how you can get involved.

### *What is resident involvement?*

Involvement is where:

- you tell us what you think about our service and how we can do a better job
- we listen to what you have to say
- we act on your suggestions, where possible
- we tell you what we have done.

We have a community involvement worker to help you get involved.



### *Why get involved?*

To offer you the best possible service, we need to know how satisfied you are with us.

If you think we could do things better, we want you to tell us. Your involvement will help us respond to your problems and suggestions.

You could develop your own skills and self-confidence, learn how to run and take part in meetings or write articles for our newsletters.

Remember, you have the right to be told what is going on and a right to tell us what you think.

# Getting involved



## *How to get involved*

You can get involved with us when and how you like, in the way that best suits you. For example:

- you can talk to us on your own or in a group, in person or over the telephone
- you can complete a questionnaire or survey
- you could contribute to our newsletters.

If you are interested in getting involved, you should contact our community involvement worker by phoning, writing to or emailing the Service Centre (see back page for details). Or, if you prefer, you can speak to our care and support staff.

Phone us on **0300 303 1772**, 8am to 8pm, Monday to Friday  
(calls are generally charged at local rates)

Write to us at **Service Centre, Southern Housing Group,  
PO Box 643, Horsham RH12 1XJ**

Email us at **service.centre@shgroup.org.uk** or  
**service.income@shgroup.org.uk** or  
**swha.repairs@shgroup.org.uk**

(but please phone instead if the matter is urgent)

In an emergency, call the Service Centre during opening hours.  
When the Service Centre is closed, phone Wightcare on  
**01983 821 030**

Visit our website at **www.shgroup.org.uk**

For help with translations or if a large type, Braille or audio  
summary would be useful, please contact the Service Centre.

### **Arabic**

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

### **Bengali**

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

### **French**

Si vous souhaitez recevoir de l'aide avec vos traductions,  
appelez le 0300 303 1771.

### **Somali**

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga  
telefoonka 0300 303 1771.

### **Spanish**

Si necesita que le ayudemos con alguna traducción, llámenos  
al 0300 303 1771.

### **Turkish**

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet  
Merkezi'ni arayın.