

# How can YOU get involved?

Residents are at the heart of everything we do at South Essex Homes, which is why it's really important for us to ensure as many of you are involved in the running of our business as possible.

We want to provide as many opportunities as we can for you to have an input in the work we do, but we totally understand that no two residents are the same and everyone has their own priorities to juggle!

As we are all different, we have tried to categorise the different ways you may be

able to get involved in what we do – so there is something for everyone regardless of your lifestyle and how much (or little!) time or energy you have to give.

So whether you are an 'armchair supporter', a 'neighbourhood helper' or a 'community champion' we hope you will feel able to speak up and have your say – after all, South Essex Homes exists to provide services for YOU so it's only right you get the opportunity to be involved!



Busy with work? Hectic home life? Limited free time?

## Please be an **ARMCHAIR SUPPORTER**

We manage housing for thousands of busy families in Southend so we understand that your free time is limited and precious. Unfortunately households like yours are often under-represented so we don't always get to hear your views as much as we'd like to.

### What can you do?

- **Please 'like' our Facebook page and follow our Twitter and Instagram accounts.** You'll then be able to follow our posts when you sit down and scroll your socials at the end of a busy day and can comment and share them in order to help our messages reach as wide an audience as possible. We put all kinds of information on these pages – from latest news and events to our current job vacancies, so they're well worth a look.

- **Look out for surveys we're running** and take a few minutes to complete them. There's sometimes a prize up for grabs too ;)
- **Talk to us!** If you have an issue, let us know because if you don't tell us, we may not know about it. That way, we have a good chance of being able to put it right. You can find out who your Tenancy Services Officer is and how to contact them via [www.southessexhomes.co.uk/tenancy](http://www.southessexhomes.co.uk/tenancy)
- **Be a good neighbour** – as much as we'd like to, we can't be there to look out for everyone all of the time. Please look out for your neighbours and check in on them if you can, especially if they live alone. If you are concerned about anyone, please let us know or call 999 in an emergency.

**Facebook** – search for our pages 'South Essex Homes', 'South Essex Property Services' and 'CarelineSOS'

**Twitter** - @SouthEssexHomes

**Instagram** – southessexhomes



See over for... **COMMUNITY CHAMPIONS & NEIGHBOURHOOD HELPERS**

**If you have any questions or if you want to get involved...**

...please contact our Support Services Team by giving us a call on 01702 212080 or email Chloe at [chloehague@seh.southend.gov.uk](mailto:chloehague@seh.southend.gov.uk).



**southessexhomes**

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Want to help your local neighbourhood but lead a busy life?

## Please be a **NEIGHBOURHOOD HELPER**

Are you fired up about improving your neighbourhood and want to help resolve the problems that particularly affect your street or block? If you feel strong enough about it to give up a bit of free time but are conscious that it has to fit in around your busy lifestyle and other commitments, there are ways you can help!

### What can you do?

- **Consider becoming a Resident Representative.** Previously known as 'Street Voices' or 'Block Voices', Resident Reps do just that - they gather the views of all residents (at a time and in a way that suits them) and then speak to us at South Essex Homes on behalf of their neighbours to represent their collective views, highlight issues and suggest solutions to problems.
- **Work together with your neighbours.** If there is a specific issue that needs addressing in your estate, you could set up an Action Group to tackle it. We can help you to join forces with



neighbours and arrange meetings to discuss ways to overcome the issue. Or to target general issues on an ongoing basis, you could make it more formal by setting up a Residents Association if one doesn't already exist where you live - we can help you do this too.

- **Join our Digital Involvement revolution!** We are soon to start holding a variety of resident meetings via Zoom. So far we are planning informal online coffee mornings, art projects, online courses and keep fit sessions to name but a few. We will be promoting these via social media and on our website so please keep a look out for details!
- **Pop along to community events.** During 'normal' times, local agencies plan lots of free community events in the town - so please look out for details of upcoming events and, if you are able to, please take the time to go along to them or maybe even volunteer to help out?

Got some time to spare and are passionate about helping the wider Southend community?

## Please be a **COMMUNITY CHAMPION**

Are you twiddling your thumbs at home, looking for a new challenge? Are you passionate about a particular issue that affects the Southend community? Do you find yourself with a bit of time on your hands and the willingness to really make a difference, but don't have a clue where to start?

### What can you do?

- **Volunteer to help support a community project.** We are involved in the running of a number of initiatives across the town including community Hubs, youth involvement projects, gardening and healthy living projects. Our friends at Southend Communities Outreach Group (SCOG) have been especially busy over the past year with the Balmoral Foodbank, which we launched at the start of the first lockdown back in spring 2020. These projects are always happy for extra pairs of hands to help them!
- **Join a Focus Group.** We operate a number of Focus Groups who meet to discuss various aspects of the work South Essex Homes does to manage and maintain social housing in



Southend. If you are interested in the way our business is run and would like to have your say, new members are always welcomed.

- **Join the Resident Scrutiny Forum.** This is a group of residents who pick an area of our business and thoroughly scrutinise it. They then make recommendations on what we can do to improve the service for residents and maximise value for money.
- **Become a Tenant Board Member.** 3 out of the 11 people on our Board of Directors are our tenants. Look out for vacancies for these positions for your chance to really have a direct say in the running of the company.
- **Actively contribute to the STRF.** As a resident, you and your family are already automatically considered as members of Southend Tenants & Residents Federation (STRF) - but perhaps you can play a more active role? STRF hold regular meetings to discuss and resolve boroughwide issues as well as arrange projects and events. Check out [www.strf.uk](http://www.strf.uk) for updates and more information.

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