

Resident Involvement

Service Standard



We will:

- 🔑 consult tenants on issues which affect their home and the wider community on the service we provide
- 🔑 provide information to tenants in plain language with translation on request to help them participate
- 🔑 explore options, other than formal tenant resident groups to ensure that as many tenants as possible are given the opportunity to get involved at whatever level suits them
- 🔑 support tenants who want to form Tenants and Residents Groups
- 🔑 maximise training opportunities for tenants and facilitate joint training with staff and Councillors where appropriate
- 🔑 obtain feedback from tenants both as groups and as individuals
- 🔑 support existing Tenant/Resident groups and forums through a fair and equal distribution of available resources.

The resources might be:

- 🔑 start up grants
- 🔑 annual grants
- 🔑 out of pocket expenses
- 🔑 employee and Board members skills and time

Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at Head Office (see below). If you continue to be dissatisfied we encourage you to complete a complaints form. These are available from any of the offices listed below. Alternatively, you can write to the Performance and Business Improvement Manager at our Head Office.

Ashfield Homes
Broadway
Brook Street
Sutton-in-Ashfield
Nottinghamshire
NG17 1AL

Tel No. 01623 608921

Getting Help

Tenant Participation Hotline Number 0800 9520198

Property Shops ((Mon to Fri 9.00am to 5.00pm)(Close 4.30pm on Friday))

Sutton in Ashfield

16 Brook Street,
Sutton in Ashfield, Notts. NG17 1AL

Telephone 01623 608 950

Kirkby in Ashfield

Unit 2, Shopping Centre, 3 Lowmoor Road,
Kirkby in Ashfield, Notts. NG17 7BE

Telephone 01623 608 932

Hucknall

Council Offices, Watnall Road,
Hucknall, Nottingham. NG15 7LA

Telephone 0115 9568 713

Visit our web site at www.ashfieldhomes.co.uk

This leaflet is available in large print, Braille, audio and other languages.

هەر زانیاریهك ده‌بارهی ئاشفیلد هۆمس كه به زمانی ئینگلیزی نوسراوه ئه‌توانیٔت بۆ زمانی كوردی ته‌رجومه بكریٔت. تکیه داوای زانیاری زیاتر له ئه‌ندامیکی ده‌سته‌ی فرمانبهران بکه.

(Kurdish)

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

ایشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમ્સની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે -
કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો

(Gujarati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues (French)