



**North London Muslim Housing Association**

## **Resident Involvement Statement**



**At North London Muslim Housing Association, we are determined to meet the highest standards in customer service and we understand that effective resident involvement is vital if those standards are to be achieved and maintained.**

**This document summarises our Resident Involvement Statement and outlines our commitment and responsibilities for getting people involved.**

**A full copy of the statement is available from our website  
[www.nlmha.com](http://www.nlmha.com)**

## **Why do residents need to be involved?**

As a provider of housing it is essential that residents are involved to make sure that the services we provide are efficient, effective, provide value for money and meet the needs of our residents.

## **What are the opportunities for getting involved?**

There are a range of opportunities for residents to get involved, including:

- Resident groups in estate based properties
- Resident groups from street properties
- Womens group
- Estate Walkabouts
- Mystery Shoppers
- Policy Forums
- Resident meeting / consultation
- Surveys
- Resident Board Members

## **How will we support resident involvement?**

We will provide both practical and financial resources to support resident involvement including a dedicated staff (Tenants Participation and Community Development Officer) and budget, a resident training programme, and the reimbursement of expenses.

## **How will we communicate with residents?**

We will use our residents feedback to make sure we are meeting the communication needs of them, using clear and accessible methods.

We will publicise the ways in which residents can get involved through the residents' newsletter, publications, direct mail and our website.

## **Will residents always be involved in reviewing North London Muslim Housing Associations services?**

We have a programme to review all our services and will make sure that residents are involved in all those reviews.

We will also make sure that all residents are advised of the results of the reviews and the actions to be taken.

## **Will residents be involved in major building works and new homes?**

If we are carrying out building works to individual properties, we will make sure residents are kept informed and involved.

We will also involve residents in the development of new homes through residents feedbacks, surveys and scheme specific review meetings.

## **Will residents be involved in developing our policies?**

We will make sure that residents are fully involved in the development of our operational policies through specific Residents' Forum.

We will check changes in policies through surveys.

## **Will residents be involved in setting Customer Service Delivery Standards?**

We will make sure that residents are fully involved in the development and monitoring of service delivery standards, including timeframes for answering the telephone, responding to correspondence, and responding to repair requests.

## **How will you monitor Resident Involvement?**

We will make sure that the Resident Involvement Statement is reviewed annually and is monitored by resident representatives and resident groups.

This will be backed up by our resident satisfaction survey every year, North London Muslim Housing Association has a rolling programme of carrying tenants satisfaction on 20% of its housing stock, which is undertaken by independent organisation to find out the views of our residents.

# How can I find out more?

Contact **Aziz Rahim,**  
**Housing Services Director**  
**aziz@nlmha.com**

Contact **Ikbal Hussain,**  
**Tenant Participation and Community Development Officer**  
**ikbal@nlmha.com**

by telephone **020 8815 4200**

or write to **North London Muslim Housing Association,**  
**62 Cazenove Road,**  
**Stoke Newington**  
**London N16 6BJ**

You can also visit our website: **[www.nlmha.com](http://www.nlmha.com)**

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