

# A Guide to Residents' Associations



## What is a Residents' Association?

A Residents' Association is simply a group of residents who represent the interests of everyone living in a particular area.

Residents' Associations are open to all residents in a neighbourhood, not just Ocean tenants, and give people a better say in how things are run, helping them to work together to solve problems. They can be a way of getting to know your neighbours, a chance to share ideas, and of having a greater say about decisions relating to your home and neighbourhood. Remember – a combined voice is far stronger than a lone voice!!



## Why do you need a Residents' Association?

There are lots of reasons why people may wish to be part of a Residents' Association.

### For example:

- To provide mutual support and campaign on important local issues e.g. traffic problems, the closure of facilities;
- To improve community services and resources e.g. creating play facilities or a community garden;
- To become involved in local social events, outings or seasonal parties;
- To increase and restore a sense of community by meeting and helping your neighbours;
- To strengthen the lines of communication between residents and Ocean, and improve the delivery of services to your area.



**Ocean**  
GROUP  
at the heart of the community



## Where can I find out more about Residents' Associations?

If you would like more information about starting a Residents' Association please contact the Tenant Involvement Team as shown below.

If you're not sure an association is for you, but are interested in working with Ocean to improve the services in your area, we can also advise you of the different options available for you to have your say. You can share your views by phone, Email or postal survey, or you could sign up to get involved in regular meetings or specific focus groups. With such a range of options there will hopefully be one to suit you!

If you are interested in any of these areas or have your own ideas about how you would like to change the way we work, please contact:

Tenant Involvement Team,  
Ocean Group,  
Stennack House, Stennack Road,  
St Austell, PL25 3SW  
Telephone: **01726 874450**  
Email: [involve@oceanhousing.com](mailto:involve@oceanhousing.com)  
Web: [www.oceanhousing.com](http://www.oceanhousing.com)



## How can I set up a Residents' Association?

The most important step in starting up an association is talking to people to find out what they think and what issues might unite everyone as a group. It is also a good idea to contact Ocean's Tenant Involvement Team who can provide practical help and support.

### Basic principles

- Work out what you want to do as a group and concentrate on the issues that will unite people in the area;
- Plan a meeting and invite your neighbours – by knocking door to door; putting up notices in your area; advertising in local schools;
- Only take on what you can realistically deal with!



## What can we do to help?

We will give you all the support you need to get your Residents' Association up and running and to keep the momentum going.

### We can:

- Provide financial assistance to help you set up a new Residents' Association;
- Give advice about how to run a Residents' Association; how to hold meetings; how to inform and consult with residents;
- Help you design and produce newsletters, posters, leaflets;
- Arrange and pay expenses to allow you to attend training courses that will help in your role with the association.



**Portuguese:** *Se desejar a tradução destas informações, ligue para 01726 874450.*

**Polish:** *Jeżeli chciałabyś / chciałbyś mieć to przetłumaczone, zadzwoń pod numer 01726 874450.*

Large Print, Braille and alternative language versions of this document are available by calling customer services on **01726 874450**