

STRENGTHEN
OUR
BUSINESS

GET
INVOLVED



Ocean

GROUP

HOW CAN I GET INVOLVED?





support



equality
& diversity



WHAT IS RESIDENT INVOLVEMENT?

Here at Ocean we see Resident Involvement to be:

- **Representation on Boards** – where key decisions on investment, improvements and governance are made.
- **Resident Representation** – our customers work in partnership with us to shape and influence decisions that will affect and improve our service provision and policy
- **Resident Consultation** – Customer feedback is really important if we are to continuously improve policy and to improve the quality and relevance of the services we provide
- **Information, Availability and Reporting** – we provide information about our performance to our residents through newsletters, reports to residents panel meetings, annual reports and on our Website.
- **Support for Resident Involvement** – from training courses to providing funds for supporting Resident Associations and for specific local environmental activities. Ocean works in partnership with its residents to improve the quality of life in the community.
- **Dealing with Complaints** – our approach to complaints is both receptive and transparent. Sometimes things do go wrong, however, we try to put it right as quickly as possible and learn how we can improve.
- **Ensuring we produce quality, relevant services** - that provide value for money to our residents.



make
decisions

**stronger
communities**



consultation

involvement

Ocean's Commitment to You:

The Ocean Group is committed to the principle of consultation and involvement. We believe that this is the only way to deliver a better more cost effective and responsive service. This will:

- Make Ocean more accountable to residents
- Provide opportunities for our residents to get more involved in managing their homes
- Enable residents to get involved in the review of our service provision as part of our Continuous Improvement Policy
- Let us offer and provide suitable training and support for those residents who wish to be involved.
- Provide every opportunity to make your voice heard.
- Give equal opportunities for all, with diversity reflected as a core value in Ocean.

Ocean offers you a variety of options for having your say, so there should be one to suit you. For most of the options you can share your views by phone, email and postal surveys. Also you can sign up to be involved in meetings and focus groups on particular topics.

The choice is yours!



How would you like to be involved?

Please tell us how you would like to be involved (you can tick ✓ as many boxes as you like) cut out and return to us postage paid:

Telephone:

Yes No Maybe

Telephone surveys:

Yes No Maybe

Email:

Yes No Maybe

Meetings to look at Policies and Documents:

Yes No Maybe

Residents Associations:

Yes No Maybe

Residents Panel:

Yes No Maybe

Virtual Panel:

Yes No Maybe

Mystery Shopping:

Yes No Maybe

Focus Group (to look at particular topics)

Yes No Maybe

Name:

Address:

.....

Postcode: Tel:

Email:

Pre paid
postage to
be placed by
Nationwide

**Resident Involvement Coordinator
Ocean Housing Group Limited
Stennack House
Stennack Road
Holmbush
St Austell
PL25 3BF**



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GROUP

How can I get involved?

Ocean is committed to providing opportunities for residents to get involved in policy decisions, by reviewing the performance of our services and the decisions affecting you and your neighbourhood. Without your feedback we will not be able to make sure that we are improving services and getting things right.

Whether it is filling in a survey, being an active member of your resident's association, resident's panel, focus groups, or attending our annual resident's conference, we need your support to improve our business!

We are always on the lookout for more people with ideas and enthusiasm to join our existing groups. If you are interested in taking part, or if you have your own ideas about how you would like to change the way we work, then contact:

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E: involve@oceanhousing.com
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**This leaflet is available in other languages,
Braille or large print on request.**

