

HELP SHEET: GETTING INVOLVED

To ensure that we provide you with a service that you want and need, we want to be sure you have opportunities to be involved and to help influence the decisions we make.

We are here to listen to what residents have to say and we work hard to understand your needs.

Ways to be involved

The way you choose to be involved is completely up to you. It may be that you just wish to be involved in discussions that take place on your estate, and that's fine.

However, you may want to be more involved?

So here are the ways that you can be involved at Hanover:

- At Home
 - Talk to your Estate Manager
 - Estate meetings
 - Estate inspections
 - Social events
 - Residents' representatives
 - Residents' associations

- National (formal)
 - Local Area meetings
 - Residents' Council
 - Hanover board member

- Community development projects
 - Greenshoots
 - Hanover World

- National (informal)
 - In touch consultations
 - Satisfaction surveys
 - Working groups

Any expenses you may incur through taking part in one of our schemes / projects will be repaid to you by Hanover. We also make sure that when we've asked you to be involved, that we feed back to you the results of your input. This may be via your Estate Manager, through Hanover News, the Engagement newsletter or direct response if you've been a part of an Intouch questionnaire or survey.

How to get involved

If you are interested in getting involved in one or more of the [ways](#) outlined above or would like further information, please speak with your Estate Manager or call the Engagement team.

Contact details

Engagement Team – engagement@hanover.org.uk or 01784 446117.

Related documents:

Greenshoots guidance and application form
Resident Involvement Expenses Policy
Intouch application form
Role of the residents' representative – Help sheet 46