

# Resident Engagement Guide

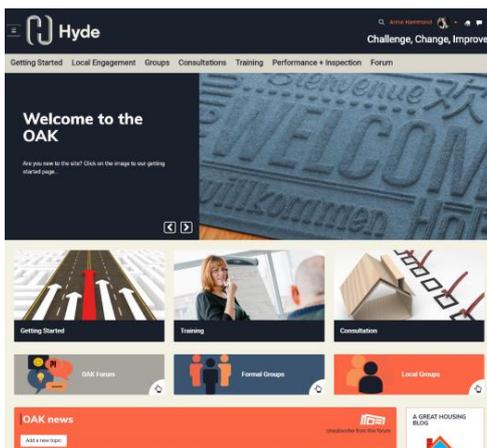
## Find out how you can get involved and make a difference at Hyde

Resident engagement is about involving residents to improve the performance of our services through feedback, scrutiny and partnership working.

### Why get involved?

- Help shape and improve Hyde's services
- Voice resident concerns
- Make a difference
- See real outcomes
- Meet new people
- Build your confidence
- Develop new skills
- Gain useful experience for the workplace

We will also reimburse any out of pocket expenses, such as travel costs, in line with our [Resident Engagement Expenses Policy](#).



### Online

A great first step to getting involved at Hyde is to join The OAK. The OAK is our award-winning resident engagement website, where you can take part in consultation and access the latest news and updates, as well as a wide range of free online training opportunities. You can also chat with other residents online via forums, live chat and online meetings.

To sign up go to: <https://www.hyde-housing.co.uk/tenants/resident-engagement/the-oak/request-access-to-the-oak/>

### Flexible opportunities

- **Resident inspections**  
This involves taking part in inspections and reviews of Hyde's services on an ad hoc basis. Activities might include things like mystery shopping, taking part in surveys and talking to other residents. You would be contacted as and when opportunities arise and you can decide if you want to take part each time.
- **Face to face meetings**  
From time to time, we hold face to face meetings; let us know if you would like to be contacted if an opportunity comes up in your area.
- **Residents involved in Recruitment**  
This activity involves helping to interview potential Hyde staff. You would need to complete some training and would then be invited to take part in interviews as opportunities arise.



- **Procurement Panel**  
The Procurement Panel supports our Procurement Team with buying new services or contracts, ensuring residents' expectations and views are taken into consideration. You would need to be able to take part in at least one procurement exercise a year, for which meetings would take part in London.
- **Residents involved in Complaints**  
This group reviews how Hyde handles complaints and what can be learnt from them. You would need to be able to attend occasional daytime meetings at one of our offices, and also be able to review case studies on The OAK.

## Formal committees

- **Hydewide Residents Eye (HRE)**  
HRE, a subgroup of HRV, oversees resident-led inspection at Hyde and carries out four in-depth inspections a year. You would need to be able to take part in at least one inspection a year, as well as attend at least four daytime meetings in London a year.
- **Hydewide Residents Focus (HRF)**  
HRF, a subgroup of HRV, plans, monitors and reviews four Resident Feedback Campaigns a year. These campaigns last two weeks and aim to gather feedback from around 500 residents through a variety of methods. You would need to be able to attend eight daytime meetings a year, currently held in Chichester.
- **Hydewide Residents Voice (HRV)**  
HRV scrutinises performance across Hyde and influences decision-making. You would need to be able to attend four daytime meetings a year in London as well as a planning day in December.
- **Central Home Ownership Panel (CHOP)**  
CHOP, a group of shared owners and leaseholders, scrutinises and takes part in consultation on services which affect home owners. You would need to be able to attend four meetings per year in London from 6pm-8:30pm.

## Getting involved in your local area

- Set up a local tenants and residents association (or join an existing one) – visit our website for more information



## Get in touch

Call us (free) on: 0800 3 282 282

Email: [residentengagement@hyde-housing.co.uk](mailto:residentengagement@hyde-housing.co.uk)

Join The OAK: <https://www.hyde-housing.co.uk/tenants/resident-engagement/the-oak/request-access-to-the-oak/>

Visit our website: <https://www.hyde-housing.co.uk/tenants/resident-engagement/>

Complete our online questionnaire: <https://www.smartsurvey.co.uk/s/residentengagement/>