

You can become more involved in the running of Two Castles by applying for membership. We reserve one place on each Regional Committee for a member who is a resident. If you are interested in applying just ask us to send you further details.

For leaseholders we will consult before making decisions on:

- Options for protecting and managing leaseholder contributions to service charges and sinking funds
- The cost of repair work above certain limits in line with legal requirements
- Any proposed changes, additions or deletions to services

We will review this policy and its associated procedures regularly to ensure we and our residents get the maximum benefit out of it.

Two Castles

Housing Association

WITH CHARITABLE STATUS.

If you require more information please contact the Housing Officer for your area

North West Region

3 Castle Street Carlisle
Cumbria CA3 8SY
Tel: (01228) 547463
Fax: (01228) 597822

Catherine Mill Catherine Street
Whitehaven Cumbria CA28 7QT
Tel: (01946) 591848
Fax (01946) 591880

3 Angel Yard 21-23 Highgate
Kendal Cumbria LA9 4DA
Tel: (01539) 733319
Fax: (01539) 730175

North East Region

154 New Bridge Street
Newcastle upon Tyne NE1 2TE
Tel: (0191) 2614774
Fax: (0191) 2619692

resident **participation**



Two Castles 
Housing Association

Opening more doors for more people

What are Residents' Rights to Consultation?

- To be consulted
- To be given opportunities to get involved
- To be able to influence services
- To be given information about consultation and involvement

How will we consult Residents?

We will consult our residents on matters of housing management as required by the law.

We will ask residents how they want to be consulted and then consult on that basis.

Residents' views will be taken into account before any final decisions are made.

We will consult residents about all the services they should receive (not just those paid for by service charges) and the standards of those services including access to them.

We will consult about maintenance and improvement plans and about the implications for residents.

We will periodically consult residents on existing policies and service delivery to gauge satisfaction and see if new services are needed.

We will provide residents with reasonable opportunities to influence the drawing up or amendment of our policies on accountability to residents.

We will monitor and review compliance against the policies involving residents.

The results of consultations and the subsequent decisions will be reported to residents

If you write to us with ideas and suggestions on matters which concern you, we will make reasoned responses to you.

We will provide reasonable opportunities for residents to participate in or influence the design and management of the housing and related services and to influence the management of the Association.

If you or other residents wish to form a formal or informal residents' association, we will encourage and help you to achieve it.

We will publish a quarterly magazine for residents called "Fanfare". We welcome news items and stories of topical interest from residents.