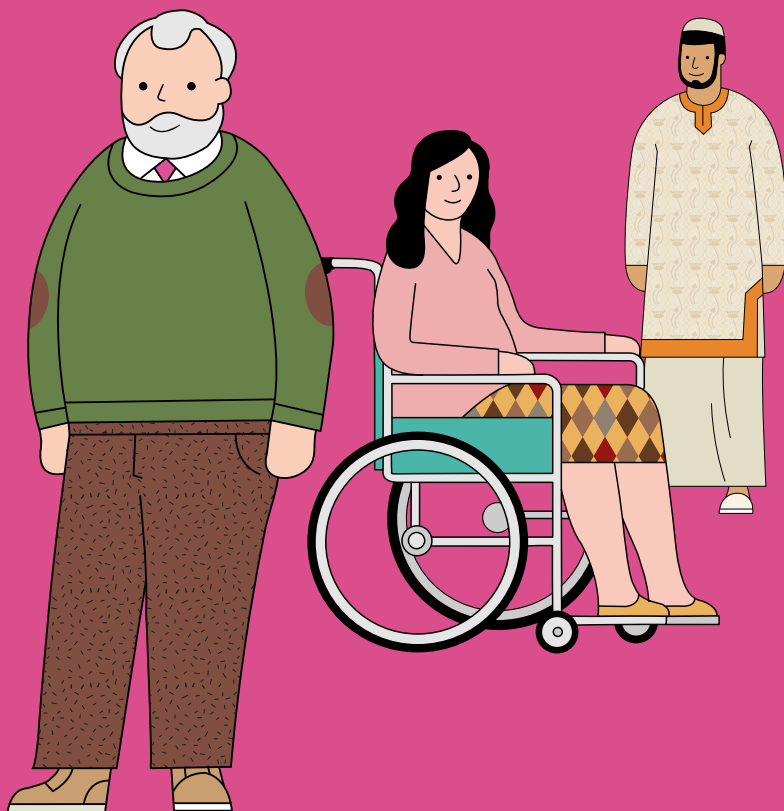


# Get involved



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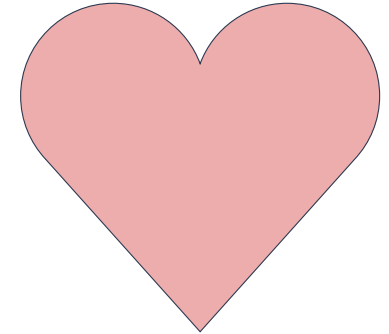
**We put our customers at the heart of everything we do. To do that well, we need your help. Find out how you can make a difference in how we deliver our services.**

This leaflet tells you about the different ways that you can get involved, whether in person or digitally.

We would also love to hear from you if you have any new ideas for yourself and others to get involved.

## What is community involvement?

Community involvement is the opportunity to bring positive change to your community and help us to improve our services by letting us know what you think and volunteering your time.

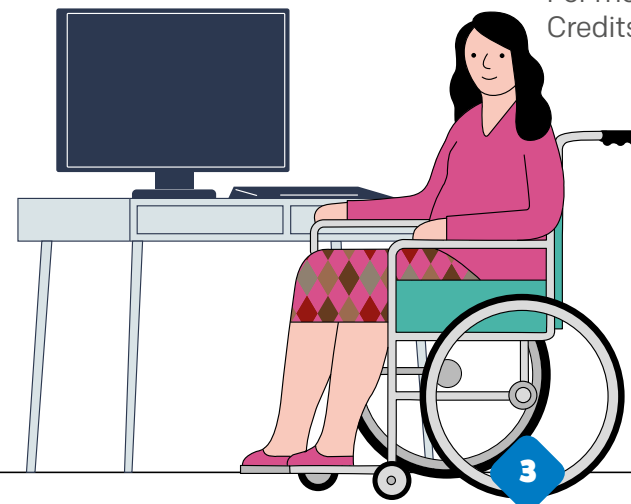


## Why get involved?

Getting involved can be very rewarding - learning new skills, meeting new people and making a difference in your community.

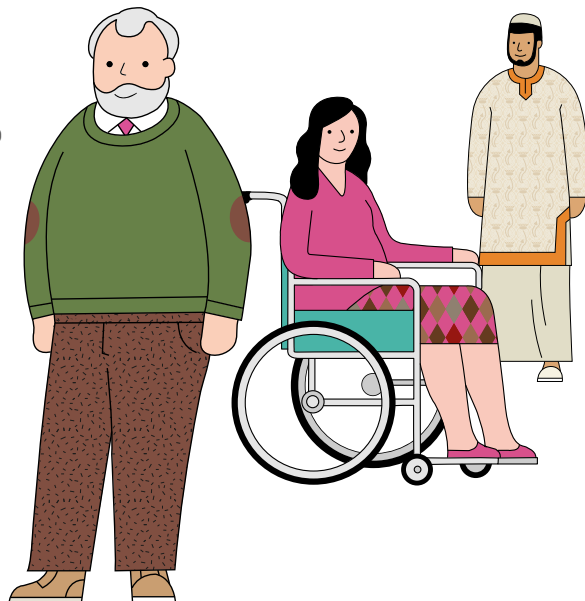
Volunteering your time could also help you to earn Time Credits, which you can spend locally or nationally in places like leisure centres and trampoline centres.

For more information on Time Credits, visit [wearetempo.org](http://wearetempo.org).



## Who can get involved?

Anyone living in our properties can get involved with groups and activities that help review and shape our services. We also welcome people from the wider community who like to help make a difference by attending our community events and volunteering.



## What support can we provide to help you to get involved?

We can offer some support, including:

- Travel costs
- Childcare costs
- Support or carer costs
- Get connected digitally
- Training and guidance.

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## How can you get involved?

- **Reading and contributing to our tenant newsletter, and Facebook pages and groups**

You can sign you up to your email newsletter, StreetTalk, at [www.progressgroup.org.uk/sign-up](http://www.progressgroup.org.uk/sign-up).

We'll keep you up-to-date with all your latest community news, service updates and opportunities about how you can help to shape the future of our services.

You can also follow us on Facebook at [facebook.com/ProgressStreetTalk](https://facebook.com/ProgressStreetTalk). Some of our communities also have their own Facebook groups – for the latest information, please visit [www.progressgroup.org.uk/community](http://www.progressgroup.org.uk/community).

If you live in an independent living scheme, you will also receive a printed newsletter every six months, the Independent Times.

Do you have a story you would like to share? Let us know and we can share it in our newsletter and on our Facebook page.

- **Complete questionnaires and surveys**

We share regular surveys with you to understand how happy you are with our services and to give you the opportunity to make suggestions on how we can improve what we do.



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• **Join one of our tenant groups**

We have several friendly groups that meet regularly in person and virtually online to discuss particular topics – everyone is welcome.

	<b>What does the group do?</b>	<b>How often does the group meet?</b>	<b>Who can join?</b>
<b>Tenants' Voice - Improving Services group</b>	Reviews services and recommends how they can be improved.	Meets quarterly with additional sessions to carry out review, usually 4-5 sessions per review.	Anyone who is a tenant of Progress Housing Group or RWP, our specialist supported living provider.
<b>Tenants' Forum</b>	Comments on reports before they are presented to the board.	Meets quarterly.	Anyone who is a tenant of Progress Housing Group or RWP, our specialist supported living provider.
<b>Feedback 'Your Voice' group</b>	Reviews complaints and compliments process.	Meets every six months.	Anyone who is a tenant of Progress Housing Group or RWP, our specialist supported living provider.
<b>Tenant Talk group</b>	Looks at specific services or topics to find out what is important to you and ensure this is included in how we work.	Meets as and when required.	Anyone who is a tenant of Progress Housing Group or RWP, our specialist supported living provider.
<b>Community Investment Fund</b>	Decides how we can best spend our Community Investment Fund to support community groups and projects.	Meets quarterly.	Anyone who is a tenant of Progress Housing Group or RWP, our specialist supported living provider.

• **Become a volunteer**

There are many ways you can volunteer to support your community:

**Talkback** - a form of mystery shopping telling us your experience about contacting us.

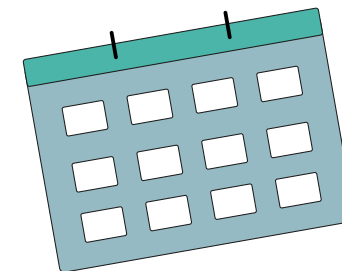
**Homes** - help us to check our homes are up to standard before they are let.

**Community** - help us to check for any issues or improvements in the area where you live.

**Activities** - help us to deliver community activities where you live.

• **Take part in an event**

**Progress in Bloom and our Sunflower and Scarecrow Festival** are annual competitions which celebrate the hard work of our tenants that helps make our communities beautiful places. We also run regular community events. Visit our website, sign up for your tenant newsletter, or follow us on social media to find out more and how to take part.



**How do I get involved?**

If you're keen to get involved, we'd love to hear from you!

Complete our short form at [www.progressgroup.org.uk/community](http://www.progressgroup.org.uk/community) to let us know what you want to know more about and we'll be in touch.

You can also get in touch with us by email – [community@progressgroup.org.uk](mailto:community@progressgroup.org.uk) or by phone on 0333 320 4555.

**SCAN HERE**

to watch  
our video



## Get in touch

**The quickest and most convenient way to get in touch is online at [www.progressgroup.org.uk](http://www.progressgroup.org.uk) by:**

- Logging into your online tenant account
- Emailing us
- Live chat - our team is usually online from 8am - 5pm, Monday - Friday

In an emergency, phone  
0333 320 4555.

### **Report or track a repair or check your rent balance**

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at [www.progressgroup.org.uk](http://www.progressgroup.org.uk)

Progress Housing Group  
Sumner House  
21 King Street  
Leyland  
PR25 2LW

[www.progressgroup.org.uk](http://www.progressgroup.org.uk),  
Monday to Friday, 8am to 6pm  
[enquiries@progressgroup.org.uk](mailto:enquiries@progressgroup.org.uk)  
0333 320 4555



**Like us**

[facebook.com/  
ProgressStreetTalk](https://facebook.com/ProgressStreetTalk)



**Share with us**

[@progress\\_hg](https://www.instagram.com/progress_hg)

### **Complaints and compliments**

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints Policy and process follow the standards set out in the Housing Ombudsmen's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.

### **Do you need this information in another format or language?**

Please let us know. Visit [www.progressgroup.org.uk/access](http://www.progressgroup.org.uk/access)

Progress Housing Group is the trading name of Progress Housing Association Limited.

Involved/2023