



# BCHF and Residents Together



Bristol  
**Community  
Housing**  
Foundation

# Would you like to work with Bristol Community Housing Foundation to help improve our services and the quality of life for all residents?

We aim to put residents at the heart of what we do and ensure you have real influence on how we deliver and develop our services in the future.

There are many different ways that you can be involved with BCHF and in your local community; you can do as much or as little as you like.



This may include:

## Improving services

- Fill in a questionnaire or survey.
- Make a Complaint or Comment if you feel we have not resolved an issue to your satisfaction or want to suggest ways we can do things better.
- Read our leaflets and website and give comments so that we are jargon free and use plain English.
- Offer to join a focus group. We review services regularly and need people to give their views on the repairs service for example.
- Join our group that looks at how our services affect people with disabilities.
- Give us feedback on the design of your home.



## Helping BCHF to be accountable

- Become a Tenants' Committee member. Meetings are held six weekly where representatives from all the areas that BCHF has properties, meet with staff to raise issues and comment on Board of Management business.
- Become a Street Representative. Street Reps monitor their area and report back any problems to BCHF or the Council.
- Buy a £1 share in BCHF and attend Annual General Meetings.
- Suggest articles and news items for our Newsletter.
- Join the Board of Management. One third of Board members are tenants who give a very important tenant perspective when decisions are made.

## Community activities

BCHF has a community worker who works with BCHF tenants and all residents to improve the quality of life for everyone.

- Creating Cleaner and Greener Neighbourhoods. A group of residents are involved in creating a community garden. The Pride of Place group in Horfield and the Southmead Agreement group involve residents in monthly walkabouts and litter picks.
- Opportunities for skills, learning and employment. The Community Champions group meets to plan courses and activities.
- Feeling Safe and Secure. PACT (Partners and Communities Together) meetings are held regularly so residents can agree priorities with the police.
- Children and Young People. Young people can join in with the Young Rangers group.



More details of all our activities can be found at our website [www.bchf.co.uk](http://www.bchf.co.uk)

Free training is available and we meet all reasonable costs of childcare or transport. If you would like to talk to a member of staff and find out more, please contact us at the address below:

**Bristol Community Housing Foundation**  
**400 Filton Avenue, Horfield**  
**Bristol BS7 0LJ**  
**Tel. 0117 9470501**



**If you would like this leaflet in a large print or a different format, or translated into a different language, please contact us.**

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