
PCHA

springboard

pathmeads

Part of the Genesis Housing Group

Genesis
Housing Group



**SEE INSIDE
FOR THE CHANCE
TO WIN £500
TRAVEL
VOUCHERS**

**We want to deliver great services,
great homes, great places and great
opportunities for you. To do this,**

*We are starting
on a journey...*

This journey will involve placing our residents at the heart of our decision making, enabling you to have greater involvement in the organisation.

This leaflet gives you information about how we are planning to change and asks for your comments and feedback on how you'd like to be involved in the future. Plus there's the chance to enter our prize draw.

What do you think?

This is our consultation with you about the future structure of Genesis Housing Group, PCHA, Pathmeads, Springboard and Springboard Two. We want to know what you think and how you want to be involved.

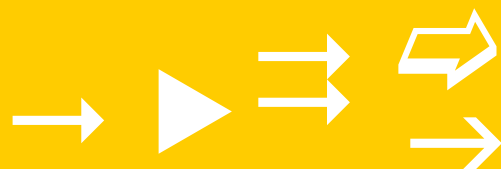
So please complete the enclosed feedback form and post it back to us in the envelope provided. (You don't need a stamp)

Alternatively you feedback online at www.ghg.org.uk

Email us at **yourfeedback@ghg.org.uk**

Or call our dedicated resident feedback line on **020 8900 4900** option 0

Please let us have your comments by 09 August 2010.



The journey

Firstly as part of this package of changes, we propose (subject to your feedback) to convert Genesis Housing Group Limited and Springboard Two Housing Association Limited into charities. This means changing Genesis Housing Group Limited into a charitable industrial and provident society (it is currently a non-charitable company, and the Parent of the Genesis Group) and converting Springboard Two Housing Association Limited into a charitable industrial and provident society (it is currently a non-charitable industrial and provident society). We are taking legal advice about this at the moment.

Assuming that this all goes to plan, we would propose to amalgamate the following into a single organisation:

- Genesis Housing Group Limited
- Pathmeads Housing Association Limited
- Paddington Churches Housing Association Limited
- Springboard Housing Association Limited
- Springboard Two Housing Association Limited.

The merged organisation would be a charitable industrial and provident society. A name will be decided at a later date, if these proposals go ahead.

This single organisation will be more cost effective and streamlined, with one Board instead of the current five to maintain. It is proposed that the Board would comprise of up to ten people, some of whom will be executive staff. All Board members will be appointed based on skill. The skills

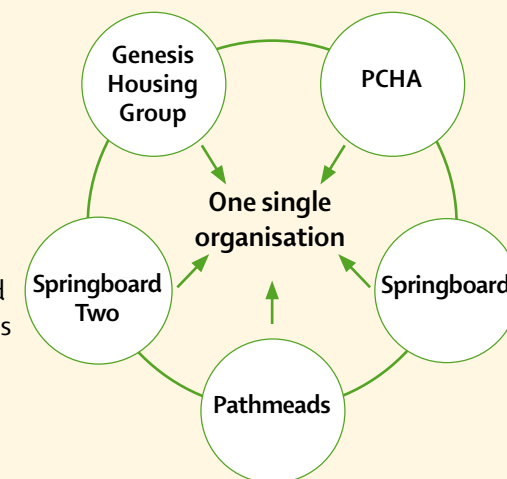
we will be looking for are finance, asset management, customer service, resident issues, community relations, leadership and commercial experience. Residents will have the opportunity (along with others) to apply for Board membership.

The Board would be responsible for, amongst other things:

- governing the organisation by establishing broad policies and objectives;
- ensuring the availability of adequate financial resources; and
- approving annual budgets.

This means we would no longer maintain PCHA, Pathmeads, Springboard, Springboard Two and Genesis Housing Group as separate legal entities.

All residents would belong to a single organisation (your tenancy or lease, rent, service charge and all other conditions would remain unchanged as a result of the proposal).





Secondly we are proposing a structure that puts you, the resident, at the heart of what we do:

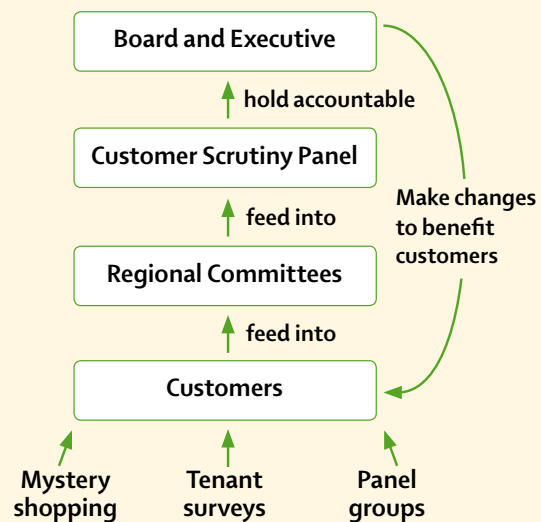
Residents would give feedback and make suggestions in a variety of ways, such as being involved in mystery shopping, panel groups focusing on key issues and tenant surveys, to name a few. These would feed into:

- **Regional Committees** – It is proposed that we would have a minimum of four Regional Committees, based in west London, Hertfordshire, east London and East Anglia. Each committee will have a mixture of residents and people from the local area. There will be up to sixteen people on each committee and we would plan to invite residents to put themselves forward for membership.

- **Committee objectives** – These committees would look at resident priorities in their regions, work on local standards, monitor service delivery, be involved in local community development programmes and influence the shaping of new policies. The Regional Committees would feed into:

- **The Customer Scrutiny Panel** – It is proposed that we would have one Customer Scrutiny Panel. It would comprise elected representatives from the Regional Committees. It is envisaged that each committee would elect two representatives to sit on the panel.

The Board and Executive are accountable to The Customer Scrutiny Panel for the Associations' performance in delivering a customer facing service to agreed standards.



The destination

How do we get there?

1: Talk about where we want to go

This is the start of the 12-week consultation period with all residents about where we want to go and how you can get involved. We will collect initial feedback over the next four weeks. Depending on the feedback we may then come back to you with further information.

2: Agree where we want to go

Your comments will be passed to the current Boards and if approved a special meeting will be held with the shareholders to vote on the changes.

3: Set up the structure and buy our ticket

If we receive approval, we would set up the regional committees, recruit to the Board and put a new organisational structure in place.

4: Keep everyone informed

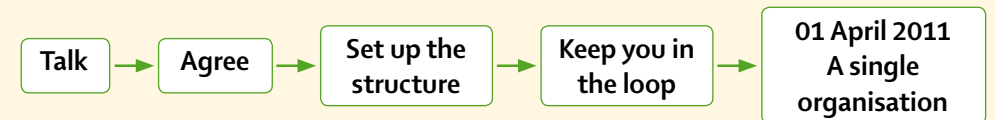
Along the way we will keep everyone informed of our progress with newsletters and updates on our website.

5: Travel forward

On 1st April 2011 all residents would receive final confirmation that the journey has started.

6: Our destination

Great service
great homes
great places and
great opportunities
...for you





Eric Witchell
Resident Board member
I have seen many things change for the good by residents getting involved and having their say.



Sylvia Cowell
Resident involvement manager
It's so important for residents to get involved in their community, that's what makes a community work



Ray Larkin Resident & part of the Genesis volunteer programme
Getting involved is what it's all about. I have gained so much from being able to share my views and seeing my ideas brought to life.



BEFORE



AFTER

Local residents helped to transform this play park in Colchester by getting involved and making sure it suited their community's needs.

Benefits to you

By being more involved you would:

- Have a say in how your community works.
- Get enormous satisfaction from seeing your ideas realised.
- Improve services and facilities in your area and across the association.

By merging the five organisations together you would benefit from:

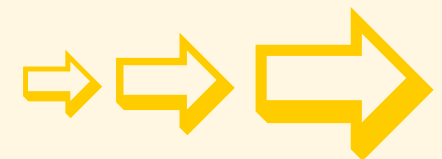
- Surpluses being ploughed directly back into the services we provide to you.
- Quicker decision making from just one accountable Board.
- Savings made from the removal of duplication of services.

The direction

You can give your feedback in a number of ways:

- Return the attached feedback form in the freepost envelope
- Complete the feedback form online at www.ghg.org.uk
- Call our dedicated resident feedback number on **020 8900 4900** and select option zero
- Email us at yourfeedback@ghg.org.uk

Don't forget you will have a chance to win £500 travel vouchers. Simply fill in the feedback form and you'll be automatically entered into the prize draw.



If you need any part of this information in Braille, on audio tape or explained in your own language, please contact us on the number below.

Nëse ju duhet ndonjë pjesë e këtij informacioni në Braille, në CD, në kasetë ose të shpjegohet në gjuhën tuaj, ju lutemi kontaktoni në numrin poshtë.

Albanian

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مشروحًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

Farsi

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

Turkish

020 7563 0120



CUSTOMER SERVICE EXCELLENCE



**INVESTORS
IN PEOPLE**

Genesis
Housing Group

Genesis Housing Group Limited Registered Office: Capital House, 25 Chapel Street, London NW1 5DT. Registered in England and Wales. Company Number: 3802456. Registered Provider Number: L4286.

Building futures