



family
mosaic

BIG BUS LOCAL

the road to
my place

Family Mosaic makes your involvement in our work a priority. We know the key to doing that successfully is listening to what you have to say. One of our main challenges is our size. How do we reach out, and more often, to those of you we rarely hear from?

Our solution has been to come to you – we're big but we can be local to our communities. That's how our **Big Bus Local** tour began. Carrying our staff, the Big Bus Local journeyed to each of our four regions. Over 500 of you hopped on board to meet us.

You told us how you felt about your neighbourhoods and communities. Some of you told us you felt you had no real influence over what happens on your estate, and that planned improvements didn't happen. But a lot of you said you loved the idea of being more involved in how your neighbourhood is managed.

These comments got us thinking. Firstly, we were amazed by how much some of you were already doing in your communities – and we wanted to find a way to reward you. Secondly we wanted to find a way of working in partnership with you to improve our homes and strengthen your communities.

With a mind to answering that second point, we came up with **myplace partnership agreements**. In time we'd like to have one of these for each of our estates. To publicise the agreements, and show our appreciation for the work you'd been doing, we held a Summer Ball last year. It was attended by 250 of you, including our first officially recognised community champions.

We are confident that **myplace** will lead to higher living standards on all your estates and will help to make your neighbourhoods excellent places to live.

myplace agreements are two-way. Each is created with your input and that of our staff and contractors. Each estate is graded gold, silver or bronze reflecting how **safe** it is, how **clean** and how **attractive**. Every resident on the estate is given an opportunity to identify their priorities for the neighbourhood. That way we all help to make it a better place to live.

The road to **myplace** has been quite a journey, and there's still a way to go. It's good to see everyone working together and improving communities along the way. We now have **63 estates** signed up to **myplace** agreements. And 2,000 of you have been invited to take part in a **walk and talk tour** of your estate to look at individual priorities. But the work doesn't stop there.



Here's what we've achieved already through **myplace**:

- 31 of our first 63 **myplace** estates have a maintenance **work plan** for the year up to March 2010.
- We have a **new seven-day target** for completing communal repairs.
- There are new formal and informal **residents groups** championing local priorities.
- **Responses** are coming in from lots of you on local matters like behaviour, engagement and budget spend priorities.
- Over **200 commitments** have been met so far. They include repairs, environmental improvements and enhanced cleaning and gardening services.

So what comes next?

The next phase of **myplace** will offer 1,850 tenants on another 86 estates a chance to help improve their neighbourhood.

We are considering ways to interest young people in **myplace**, offering them a chance to take part in activities they value and enjoy.



Our **myplace** approach has proved so popular that neighbours living in non-estate, street properties have asked us to look at how **myplace** might work in their neighbourhood. It's a challenge we welcome.

We will continuously monitor and review our **myplace** commitments, moving forward and tracking any evidence of improvements to your quality of life.

...and Big Bus Local will be back on the road next year!