

HOW TENANTS

 *RESET*

 *RESHAPE*

 *RESTART*

WHY GET INVOLVED?

CONTENTS

This booklet explains all the different ways that you can get involved with us and share your views

- Informal activities you can do at home
- Informal activities that take place outside the home

- Formal groups operating at a local level
- Formal groups operating at a constituency level

2. ACTIVITIES THAT TAKE UP A LITTLE MORE OF YOUR TIME

These are more formal ways that you can get involved in shaping and developing services, but these do require more of your time and may involve attending meetings or events.

We are recruiting tenants from each high- and low-rise block to act as Block Inspectors. Block Inspectors listen to and voice the views of other residents. They go on a monthly basis to make sure they are clean and tidy as well as identifying problems or communal repairs.

You would join other local residents to tackle issues that most concern you about your neighbourhood. If your resident association adopts the council's constitution and code of conduct, your association could get grants to help with set-up and running costs.

Estate walkabouts involve a group of people walking around an estate and looking for things that may need improving. Estate walkabouts are your opportunity to have your say about what's good and what's bad about where you live, with the knowledge that we will do something about what you said.

3. ACTIVITIES THAT TAKT 4.1 P U1? P MS TO

One person from each constituency is elected to attend this group. As part of this group, you will help to improve sheltered housing for tenants across the city.

4. TENANT ENGAGEMENT SURVEY

Tenant Engagement is at the heart of everything we do. We strongly believe that our tenants can help us improve the quality of the services they receive by effectively challenging and holding us to account.

In this brochure we have developed a range of opportunities for you to get involved. There are options to suit everyone, from responding to online surveys; to being part of a formal group.

Alternatively if you would like more information on ways to get involved or would like to contact your

We are committed to listening and acting on your concerns to make sure the 'tenant services, homes and communities in which you live; but to do this we need YOU to get involved.

If you would like to be involved in our tenant services and checking how well we are performing, please click on the link below to complete our Tenant Engagement Survey.

