

Appendix B

Current Opportunities for Tenant Involvement

As an individual.....

Surveys and questionnaires

When we have provided a service, for example, completed a repair, we will give the tenant a questionnaire so that they can tell us how satisfied they were with what we did. The feedback that we get from these is then used to monitor our performance and identify any areas for improvement.

We also carry out a comprehensive satisfaction survey amongst all our tenants once every two years and this information is used for satisfaction with our services and track this over time and also to identify any improvements that are needed to our services.

Home visits or office interviews

If individual tenants want to discuss a matter with us on a one of one basis we can arrange to visit them at home or see them at the Town Hall.

Newsletters

Our tenants newsletter, Tendring Reports is usually produced three times each year to provide tenants with up to date and relevant information about things that affect them as a tenant. As well as this and working with tenant representatives, we produce an annual performance report , a dedicated tenant involvement newsletter and one focussing on anti social behaviour.

Visit our website

Our website – www.tendringdc.gov.uk – includes a wide range of information about the services we provide and provides an additional 24 hour way for our tenants to contact us

Letters or home visits

We will write to or visit our tenants about any issues that affect them or their tenancy, for example if their home is going to be included in one of our planned improvement programme.

Customer suggestion scheme

Tenants can use this scheme to make a suggestion anything that they feel would help us to improve our services. We consider all suggestions that we receive and will provide feedback as to whether we are able to implement their suggestion or explain why we are unable to put the idea into practice.

Customer complaints

We always aim to provide high quality and efficient services but we also accept that sometimes mistakes and delays do happen. Our complaints procedure gives tenants the opportunity to tell us about anything that they are unhappy with and we use the complaints received when reviewing our services.

Reality checks

Some of our customers 'test' our services from a customers viewpoint and give us feedback that we are able to use to improve services. For example, they may visit our office, or make enquiries by telephone or physically inspect the services we provide

Customer Involvement Register

Our Customer Involvement Register gives tenants the opportunity to identify those service areas that they are interested in and want to be involved in as well as specifying the ways they want to be involved.

As part of a group

Focus groups

A focus group normally brings together a few people to discuss specific issues, such as repairs or consultation. It aims to gather views about a particular subject that we can use alongside opinions we get from other methods. Focus group meetings are normally one-offs or held over a short period of time.

Public meetings

Public meetings are normally held to discuss specific issues and they will be open to all residents who have an interest in or will be affected by a particular plan or policy. They provide an opportunity to share information with a wide range of people and get their views.

Tenants Panel

Our Tenants Panel is the main district wide involvement structure. Its members aim to represent and promote tenant opinion and make sure this is central to the delivery of all services. They meet on a regular basis and provide direction on housing policy, management and maintenance, and they act as both a consultative and decision-making body.

Tenants Panel Elected Representatives

The Tenants Panel also has a number of members who have been elected to have detailed involvement in specific areas of our service, for example developing and monitoring our anti social behaviour strategy. They have also set up a group that looks at our performance in detail and how we provide services to make sure that we are accountable to tenants.

Sheltered Housing Panel

Our Sheltered Housing Panel is made up of representatives from each of our sheltered housing schemes and they meet with us every two months to discuss topics that are specifically relevant to tenants in this type of accommodation.

Request a scrutiny review

This is a route for groups of tenants living in the district to request that members of our Tenants Performance and Scrutiny Panel look at specific areas of our service. They will then consider any requests received and decide by majority vote whether to carry out the scrutiny review.

As part of a community

Residents associations

Residents associations are groups of people who live in the same area who get together to voice their opinion collectively. They might meet informally on an occasional basis or they could be elected, have a written constitution and meet regularly. Similarly, how much each group wants to get involved could vary from simply being kept informed to taking an active part in the decision-making process.

Street, area or block representatives

This is someone who represents the views of their street, area or block to us, as their landlord. We will also consult with these individuals about issues that affect their local area and they can also feedback to us about the service provided in their area.

Sheltered housing residents meetings

At each of our sheltered housing schemes, we hold regular meetings to give residents an opportunity to discuss issues about their homes and our services, and to consult them on new ideas.

Improvement Panels

In areas that are not represented by a residents association, we give residents the opportunity to form an Improvement Panel to work with us in designing and implementing major planned environmental improvement schemes to make sure that these reflect what tenants in the local community want. These groups meet with us on a regular basis whilst these schemes are carried out.

Estate walkabouts

This gives an opportunity for local residents to join our staff on regular walkabouts to comment on issues affecting the local area, for example grass cutting or street sweeping.