

## MENU OF TENANT INVOLVEMENT

Choice welcomes the views of tenants with regards to enhancing the services we provide. We are committed to ensuring that tenants are at the heart of service delivery and we believe that by listening to and taking on board their views we can ensure that policies and services are more responsive to changing needs and rising aspirations.

Choice recognises the importance of offering a range of methods which are fit for purpose and provide the opportunity for tenants to get involved on whatever level best suits their lifestyle.

If you are interested in working with Choice to enhance our services, please indicate on the table overleaf which option would be most appropriate for you and return the completed form to the Association.

### Why get involved?

Being involved with Choice will give you the chance to:

- Be active in shaping Choice services
- Make your area a better place to live
- Give Choice your views on the services you receive
- Be part of a group to review and improve services
- Help Choice better understand the needs of tenants
- Gain useful skills
- Receive relevant training
- Meet new people

### How do I get involved?

You can choose how to get involved by selecting the type and level of involvement that suits your lifestyle.

Please complete the Menu of Involvement and return to our office or hand it to a member of Choice staff.

If you would like more information on our Menu of Involvement contact **0300 111 2211**.

Alternatively you can email us at **enquiries@choice-housing.org**.



## Menu of Tenant Involvement

### Resident Groups

Represent your community on a wide range of issues by being part of a Resident Group in your area. Meetings are arranged as and when required – 2.5 hours per meeting.

### Community Champion

Become a Community Champion to represent tenants in your local community, working alongside Choice staff to improve your neighbourhood.

### Tenants' Forum Group

We currently have one Central Forum and four Regional Forums, (Belfast, South East, South West and North West), discussing housing related issues and sharing best practice ideas. Meetings are held bi-monthly and last 2 hours.

### Service Improvement Team

Carry out a review of our services alongside housing staff to help identify areas for improvement. Training will be provided. Meetings are held quarterly and there may be additional project work every 6 months.

### Editorial Team

Write and review articles to showcase the activities undertaken by the Tenants' Forum for our Tenant Newsletter (published bi-annually). Meetings are arranged as and when required.

### Estate Walkabouts

Walk around your estate with your Housing and Property Services Officers to identify areas of concern and agree priorities for the local community. Walkabouts occur annually and last approx. 2 hours.

### Financial Stakeholders Group

Receive information on annual rent increases and service charges as well as an explanation on how these have been calculated. There are two meetings held per annum.

### Mystery Shoppers

Review our services and provide feedback as a mystery shopper by carrying out a series of pre-agreed tasks, such as telephone calls or reception visits. Mystery shopping exercises are carried out bi-annually – 1.5 hours per meeting.

### Register of Tenants

Respond to surveys or comment on specific service areas which you are interested in from the comfort of your own home. We can contact you by text, post, email or telephone. Time required, as and when appropriate, commitment can be as little as 20 minutes.

YES NO

**YOUR DETAILS**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Mobile Tel: \_\_\_\_\_ Home Tel: \_\_\_\_\_

RETURN TO: CHOICE HOUSING IRELAND, FREEPOST BEL2371 or email: enquiries@choice-housing.org