



North Warwickshire
Borough Council



Customers Voice For Tenant Involvement

What is it and how does it work?

Customers Voice is a record of housing tenants and leaseholders who want to have a say in how their home and local environment are managed.

Once you are registered you will be contacted from time to time and asked your views and opinions on specific topics. This information will help in the decision making process of your homes and communities.

Why should I get involved?

North Warwickshire Borough Council is committed to listening to the views of their tenants in how services may be improved to meet your housing needs. You will be given the chance to give your views on issues that are important to you and your community. This could make a real difference in the area where you live.

Who can get involved?

- Any current tenant or leaseholder of North Warwickshire Borough Council

What would I be expected to do?





The amount of time that you volunteer for involvement activities should always suit your lifestyle and interests. We want to offer you choices by giving you a personal say.

You do not have to attend meetings if this is not suitable for you. Responding to a questionnaire is as valuable as attending a meeting. We already work with our tenants in various involvement activities.

How much time will I have to give?

The amount of time and commitment is up to you as involvement can be as convenient as you want it to be. You will be invited to participate in an area that you have shown an interest in. Each activity involves varying levels of time and commitment which we have graded with a 'star' system.

Levels of time and commitment

-  **Highest level of time and commitment required will be 2 – 3 hours each month**
-  **Medium level of time and commitment required will be 2 – 3 hours every 3 months**
-  **Low level time and commitment required will be 5 – 10 minutes on a more regular basis**
-  **Low level time and commitment required will be 5 – 10 minutes or on an occasional basis**

Involvement Options

Borough Wide Tenants' Forum

These meetings are to help shape policy and decisions affecting the whole of the Borough. The Borough Wide Tenants' Forum meet monthly and provides support to its members who represent local areas. It is an important group that act as one voice on behalf of all tenants.

Tenant Scrutiny Panel

This is a tenant led group that scrutinizes different aspects of the Housing Service. It is an independent group that decides projects based on performance and customer feedback information. It reports its findings and recommendations to the Senior Housing Management Team.

Tenant Led Community Panel

Tenant led community panels are an opportunity to meet with your Tenant Participation Officer and other key staff from North Warwickshire Borough Council. Local residents meet to discuss local neighbourhood issues and work together to plan service improvements and community activities. This gives an opportunity to make suggestions and share ideas for local community improvements to the estates where you live. An application for an environmental improvement can be submitted through a community panel bid.

Editorial Panel ★★

North Warwickshire Borough Councils Annual Report, Newsletter and information leaflets are distributed to all tenants throughout the Borough. An Editorial Panel will have involvement in the planning, design and layout of articles. They may also provide ideas and contribute to the content of documents and will let us know if all content is clear and easy to understand.



Mystery Shopping ★★

You could help us with mystery shopping. As a customer you are able to test the quality of a service by asking for information. This is to see how well the service is being delivered.

Talking Tenants ★★

The Housing Division have set up a customer panel enabling tenants to have their say by taking part in either postal or telephone surveys in order to help review services and plan new projects.



Questionnaire & Survey ★

From time to time we will send out postal questionnaires and carry out telephone surveys which are used by the Housing Division to obtain your views and comments on various issues. This can also be offered by e mail.



Neighbourhood Visits ★

You are invited to accompany a Neighbourhood Warden on a visit of your area. These visits are planned throughout the year with a walkabout of your estate to highlight any areas of concern or discuss local neighbourhood issues.

Informal Meetings ★

Where Panels do not exist, local tenants meetings will be held. Tenants will be able to discuss local issues and will be kept informed about Housing Services.



Focus Groups ★

A small group of Tenants meet to gather information on service improvement and external inspection. They are designed to focus on improving specific aspects of the Housing Service.

Planned Maintenance and Improvement ★

The Housing Division arrange consultation events for all future improvement works that are undertaken to tenants and leaseholders homes. Events are organised in partnership with a contractor to talk more directly about future works.

