

Appendix A

Menu of tenant involvement options

Tenant Sounding Board

The Sounding Board is a database of tenants who like to be informed of any opportunities to participate and engage in housing service activities. Tenants specify how and what areas they are keen to get involved in and are contacted by the Housing Directorate as those opportunities arise.

Newsletters

Useful for: Keeping you up to date on what is happening both in Housing and your area, and providing information on our performance.

Key features: Produced quarterly and sent to all tenants. Tenants can be involved as part of the Editorial Panel, or they can send articles etc to the tenant representatives.

Local Information Notices

Useful for: Finding out what is happening in your area. Sometimes these are directly delivered to tenants' homes or more often notices will be posted in the One Stop Shop, Guildhall and other community outlets local shops, community centres etc.

Key features: Information provided could include invitations to events where you can discuss plans for your area.

Surveys/Questionnaires

Useful for: Providing us with feedback in writing on particular subjects. The information is helpful in planning revised or new services.

Key features: An opportunity for you to give your views on our services and performance, and to influence future planning.

Helping Hands

Useful for: Young tenants, aged 16-25, who wish to improve their life skills to support them in keeping their tenancies.

Key features: An opportunity to enjoy learning about home budgeting, healthy living, basic repairs and more.

Complaints/Compliments

Useful for: Helps Housing to identify areas for improvement and also how we are performing.

Key features: Open and available to any resident at any time.

Information, Handbooks and Leaflets

Useful for: Keeping tenants up to date. Easy access to information about services.

Key features: Tenancy/Repairs handbooks are provided to all tenants when they move in. These provide advice on rights, responsibilities and how to report faults. Other leaflets are available from the One Stop Shop or on-line.

Conferences/Seminars

Useful for: Gaining information on national initiatives. Learning how other geographical areas provide services. Learning how Housing provides services

Key features: Allows a wider audience from the total tenant population. Any tenant can find out more information about housing in Northampton and the rest of the country.

Estate Walkabouts

Useful for: Meeting with your Housing officers and representatives from other agencies who work in your area to point out problems and issues that could be improved.

Key features: Getting to know the Housing Officers. Getting local environmental issues resolved.

Focus Groups

Useful for: Gives tenants the opportunity to give their views on one specific topic.

Key features: No additional work involved. Meetings should not be any longer than approximately 2 hours.

Mystery Shopping

Useful for: Inspecting Housing to make sure that they meet published standards.

Key features: Shoppers are anonymous. An opportunity to help identify improvements to services.

Tenant Auditors

Useful for: Longer term inspection of Housing. An opportunity to identify areas of good practice, and where improvements can be made.

Key features: More in-depth, inspections on one specific area of Housing, finishing with a report that covers both written and oral/visual presentation options, to Senior Housing Managers with recommendations for improvements. Each inspection takes approximately six months.

Meetings on local issues

Useful for: Local communities discussing issues, recommendations and improvements with Housing representatives.

Key features: Concentrates on what is important in your community. Depending on the project, it may mean attendance at more than one meeting.

Meetings on Borough-wide issues

Useful for: Residents from across the Borough discussing issues, recommendations and improvements with Housing representatives.

Key features: Residents from across the Borough are able to influence what is important for all residents of Northampton Borough.