

Tenant and leaseholder participation

service standard 2008-09



We want all tenants and leaseholders to be involved in influencing and shaping housing services.

To achieve this we will:

- Consult you on issues affecting your home and neighbourhood
- Provide our information in plain English, with translation and alternative formats available on request
- Be clear about what we expect from you, when you need to respond by and how your feedback will be used
- Have lots of ways for you to get involved so people of all backgrounds can help us to improve services
- Provide a range of forums and events for groups traditionally under-represented. This can include young people, people from black and minority communities, disabled people and leaseholders
- Help all groups and forums reflect the communities they represent
- Make sure we promote respect in all involvement activities and take swift action to deal with prejudice, intolerance or discrimination, through our meetings on code of conduct
- Send out information at least five working days before meetings explaining the purpose of the meeting
- Tailor training opportunities to suit your needs and train our employees effectively
- Monitor progress and produce an annual summary about our actions identified in the Tenant and Leaseholder Participation Compact, and make sure information about the compact is always available

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(continued)



- Let you know what changes we have made to our services as a result of your feedback
- Support existing tenants and residents associations, area panels, forums, and the Tenants and Leaseholders Congress
- Publicise the financial support given to groups annually in News from Nottingham City Homes and on our website
- Host an annual Tenants and Leaseholders Conference
- Help you to get involved by providing advice, assistance and support.

For a copy of our Tenant and Leaseholder Participation Compact, and to find out about opportunities to get involved:

- Call our Tenant and Leaseholder Involvement Team on 0115 915 7380
- Email gettinginvolved@nottinghamcityhomes.org.uk
- Text 'INVOLVE' followed by your name and address to 60066