

Becoming a Tenant Services Inspector



NCHLFT22

Get involved

Becoming a Tenant Services Inspector

What is the Tenant Services Inspectors team?

The Tenant Services Inspectors team helps us to make sure our services are meeting the needs of all our customers. The team is made up of a group of tenants and leaseholders.



Their inspections and feedback are vital in helping us in our mission 'to deliver excellent services' and improve customer satisfaction.

What do Tenant Services Inspectors do?

Tenant Services Inspectors monitor, review and regularly inspect the quality of services and make recommendations for improvement.

Aims

The team aims to:

- Improve our services
- Highlight good performance and areas for improvement
- Help build a partnership between us and our tenants and leaseholders
- Encourage people from all communities to get involved in decisions about our services
- Make sure our services are accessible and responsive to the needs of tenants and leaseholders.





Activities you can be involved in

Tenants Services Inspectors take part in a range of activities, including:

- Estate assessments
- Judging the 'Office of the Month' award
- Inspecting the condition of empty properties
- Inspecting the condition of high rise blocks and sheltered housing schemes
- 'Mystery shopping' of our services
- Taking part in focus groups
- Telephone surveys
- Regular meetings to plan and review activities.

Tried and tested

Being a Tenant Services Inspector really does give you the chance to help shape our services. We can arrange for you to meet one of our inspectors to find out about the team first hand.

Many backgrounds – many opinions

If you are a tenant or leaseholder, you can apply to become one of our Tenant Services Inspectors. We welcome applications from all sections of the community and aim to have a diverse range of tenants and leaseholders involved.





If I become a Tenant Services Inspector, what's in it for me?

We train and support you to carry out inspections. We will help you gain an insight into how Nottingham City Homes works for and with you.



What do I need to do next?

There are two stages if you apply to become a Tenant Services Inspector. These are:

- **Stage one** – complete the application form, which is attached to this leaflet (please let us know if you need help completing this form)
- **Stage two** – once we have your application we will invite you to a drop in session. This session helps you to learn more about the activities that inspectors take part in, to find out what suits you best – while giving us the chance to get to know you and answer any questions.

Do I need any special skills?

You don't need any formal qualifications and you will not have to take any tests. We aim to make your involvement as enjoyable as possible.



Contact us

For more information on the Tenant Services Inspectors Team, please contact:

Nottingham City Homes
Business Improvement and Development Team
14 Hounds Gate
Nottingham
NG1 7BA

Telephone: 0115 915 7423

Fax: 0115 915 7035

Minicom: 0115 915 7447

E-mail us at tenantinspectors@nottinghamcityhomes.org.uk

Visit our website at www.nottinghamcityhomes.org.uk.
Click on the 'Get involved' link and you will find the Tenant Services Inspectors Team page.



Frequently asked questions

Do I need to be physically fit to do this role?

No – you participate at a level and pace that is acceptable to you.

Will there be support to help me in this role?

Yes – the scheme is supported by Nottingham City Homes staff and current members of the Tenant Services Inspectors Team. We will also provide free training to help you carry out your role and reimburse expenses.

Will I have to do this on my own?

No – you will never do this alone.

How many hours a week are involved?

This depends on how much time you are able to spare. It really is up to you. You can do as little or as much as you want.

I am on benefits – will I be penalised?

No – you are not paid to carry out inspections, you are a volunteer. This will not affect your benefit status.

Will I have my expenses paid?

Yes – you will get expenses for any work you do as a Tenant Services Inspector. When you become an inspector you will be given a list of what you can claim as an expense.

Will I get help with child care?

Yes – full information will be made available once you have signed up.



How will this scheme improve services?

Inspectors carry out 'reality checks' to highlight service strengths and weaknesses. The results of these checks are reported back to our managers, to help make improvements.

Do I have to be involved in everything?

No.

Does the team have a code of conduct?

Yes – the Tenant Services Inspectors Team has a code of conduct. You will be given a copy of this when you sign up and you will be asked to follow the code.

What if I have a disability?

We welcome applications from tenants and leaseholders with disabilities. This will not prevent you from being a part of the team.

What if English is not my first language?

We will cater for your communication needs. This includes arranging for information to be translated and arranging for interpreters.



If you are unable to read this publication, please contact your area housing office or call us on 0845 330 3131. We can arrange for an interpreter to explain it to you, or send you a spoken version on tape or CD. If neither of these are suitable, we can translate this publication into your chosen language. We can also provide it in large print.

Chinese (Cantonese)

如果你不能夠閱讀這刊物，請聯絡你的地區房屋辦公室，或致電 0845 330 3131。我們可以安排一位翻譯員去為你解釋，或寄送一份口述版本的錄音磁帶或光碟給你。如果這兩者都不適合，我們可以把這刊物翻譯成你所選擇的語言。我們也可以用大字體提供。

Kurdish (Sorani)

ئەگەر پێت ناکرێت ئەم بەڵوگەر او هه بخوینن، تۆ کاتێه پەموێندی به نوسینگهی نێشتەگێز کردنی ناوچهی خۆت بکه بانیش تەمەنقونی ژماره 0845 330 3131 بکه. ئێمه دواترین زامانۆر گێزێکت به دابین بکەین بۆ روون کردنوهی ئەمه، یان چاپێکی به دهنگت بۆ بنێرین لەمسی شریتی کاسێت بانیش لەمسی سی دی. ئەگەر هیچ لەمانه گونجاو نیه بۆت، تۆه ئێمه دواترین ئەم بەڵوگەر او هه بگۆرین به زمانێ پەسنێندر او ی خۆت. ههروهها ئێمه دواترین به پیتی گهورێش دابینی بکەین.

Czech

Pokud si nejste schopni tuto publikaci přečíst, prosím kontaktujte bytový úřad pro Vaši oblast nebo nám zavolejte na 0845 330 3131. Můžeme zařadit tlumočnicka, který Vám to vysvětlí, nebo Vám můžeme zaslat namlouvenou verzi na kazetě nebo CD. Pokud ani jeden ze způsobů není vhodný, můžeme tuto publikaci přeložit do Vámi vybraného jazyka. Můžeme jí také poskytnout ve velkém písmu.

Polish

Jeżeli nie potrafi Pan/Pani przeczytać tej publikacji, prosimy skontaktować się z Pana/Pani lokalnym housing office lub zadzwonić pod numer 0845 330 3131. Możemy zorganizować tłumacza, który objaśni Panu/Pani treść tej publikacji lub wysłać Panu/Pani mówioną wersję na kasiecie audio lub na płycie CD. Jeżeli żadna z powyższych opcji Panu/Pani nie odpowiada, możemy przetłumaczyć tą publikację na wybrany przez Pana/Panią język. Możemy również przekazać Panu/Pani wersję drukowaną dużą czcionką.

French

Si vous ne parvenez pas à lire ce bulletin d'information, contactez s'il vous plait votre service du logement local ou appelez-nous au 0845 330 3131. Nous mettrons à votre disposition un interprète qui se chargera de vous l'expliquer, ou vous l'envoyer en version parlée sur cassette audio ou CD. Et si aucune de ces options ne vous convient, alors nous pourrions traduire le bulletin d'information dans la langue de votre choix. Nous pouvons aussi vous le fournir en grands caractères.

Portuguese

Caso não consiga ler esta publicação, favor entrar em contato com o housing office (departamento de habitação) de seu bairro ou telefone para 0845 330 3131. Podemos arranjar um intérprete para explicar, ou enviar uma versão falada em fita ou CD. Se nenhuma dessas opções lhe forem convenientes, podemos traduzir esta publicação no idioma de escolha. Também disponível versão escrita em letras grandes/ impressão maior.

Gujarati

તમે આ પ્રકાશન વાંચવામાં અસમર્થ હોવ, તો તમારા વિસ્તારના આવાસન ઓફિસનો સંપર્ક કરવા કે 0845 330 3131 પર અમને કોલ કરવા વિનવો. અમે તમને તે સમજાવવા દુભાષિયાની ગોઠવણ કરી શકીએ, અથવા ટેપ કે સીડી પર બોલેલા શબ્દની આવૃત્તિ તમને મોકલી શકીએ. આ બંને માંથી કોઈપણ તમને યોગ્ય ન હોય, તો અમે તમારી પસંદગીની ભાષામાં આ પ્રકાશનનું ભાષાંતર કરી શકીએ. અમે તેને મોટી પ્રિન્ટમાં પણ પૂરું પાડી શકીએ.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਪੜ੍ਹਿਕਾ ਨਹੀਂ ਪੜ੍ਹ ਸਕਦੇ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਆਪਣੇ ਇਲਾਕੇ ਦੇ ਹਾਉਸਿੰਗ ਆਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਉਨ੍ਹਾਂ ਨੂੰ 0845 330 3131 ਤੇ ਫੋਨ ਕਰੋ। ਅਸੀਂ ਤਰਜਮਾਨੀ ਦੇ ਲਈ ਇਕ ਇਨਟਰਪ੍ਰੀਟਰ (ਦੁਬਾਸ਼ੀਏ) ਦਾ ਇੰਤਜਾਮ ਕਰ ਸਕਦੇ ਹਾਂ ਜਾਂ ਫਿਰ ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਇਹ ਜਾਣਕਾਰੀ ਭੇਜ ਸਕਦੇ ਹਾਂ। ਜੇ ਇਨ੍ਹਾਂ ਵਿੱਚੋਂ ਕੋਈ ਵੀ ਉੱਚਿਤ ਨਹੀਂ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਇਹ ਟ੍ਰਾਂਸਲੇਟ ਕਰਵਾ ਸਕਦੇ ਹਾਂ। ਅਸੀਂ ਇਹ ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਵੀ ਮੁਹੱਈਆ ਕਰ ਸਕਦੇ ਹਾਂ।

Hindi

यदि इस पत्रिका को पढ़ने में आपको कठिनाई महसूस होती है तो कृपया अपने इलाके के हाउसिंग दफतार से इस नंबर पर संपर्क करें, 0845 330 3131। इसे समझाने के लिये हम तुम्हापैव का पन्थक कर सकते हैं, या टेप अथवा सीडी पर वर्ड या कहे शब्द को भी भेज सकते हैं। हमें से यदि कोई भी उचित नहीं है, तो इसे हम आपके संसद को भाषा में ट्रान्सलेट कर सकते हैं। इसे बड़े फिन्ट में भी प्रदान किया जा सकता है।

Urdu

آپ کو اس دستاویز کو پڑھنے میں مشکل پیش آ رہی ہے تو براہ مہربانی اپنے ایریا ہاؤسنگ آفس سے رجوع کریں یا پھر ہیری نمبر: 0845 330 3131 کے بارے میں آپ کو کچھ بتائیں گے ہم آپ کے لیے ستریم فراہم کر سکتے ہیں یا پھر انگریزی معلومات کو آپ کی زبان میں شیپ یا ڈی وی آر یا ڈسک کر سکتے ہیں اگر یہ سب آپ کے لیے موزوں نہیں ہے تو اس دستاویز کو آپ کی اپنی زبان میں تحریری طور پر میڈیا کر سکتے ہیں۔ یہ دستاویز بڑے حرف میں بھی میڈیا کی جاسکتی ہے۔



**Nottingham
City Homes**

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www.nottinghamcityhomes.org.uk

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