

What is resident inspection?

Resident inspection is a process whereby trained residents inspect the services their landlord or service provider delivers against the standards that are set for those services.

What does a resident inspector do?

- Attend a training course on how to be an inspector
- Work as a team with the other inspectors and staff
- Jointly decide with officers which service areas to inspect
- Help plan the inspection and take an active role in deciding e.g. what questions will be asked, who will be interviewed.
- Check to see if the Council is doing what they say they are doing by looking at the service standards and testing them using a variety of different techniques
- Report their findings back to service managers. They identify good practice, look at areas for improvement and make recommendations on how to achieve this

What are the benefits of having resident inspectors?

For the Council:

- They provide a new insight and valuable information which can be used to improve services for all residents.

For the inspector:

- It is a way of developing new skills and building on those you already have
- It can be a fun, new way of working with your landlord

Who can be a Resident Inspector?

Most tenants and residents who are eligible can be a resident inspector. There are rules that you will need to adhere to and you will also have to sign a code of conduct and stick to agreed procedures, particularly with regard to confidentiality and objectivity.

If you are interested in becoming a resident inspector or would like more information about the process please contact the resident participation team on 0208 726 6100 or email at housing@croydon.gov.uk