

## Tenant involvement

**Your guide**



## **Being involved offers lots of rewards**

- Playing a part in improving services and value for money.
- Gaining the chance to develop new skills and experience.
- Building better links between the community and Habinteg.
- Making sure you get the service and standards you pay for.
- Becoming better informed about how Habinteg properties are run.
- Helping to build community spirit and establish new links.

# Tenant involvement

**Habinteg is committed to providing excellent services and we value the role that tenants play in helping us to improve standards and performance. We aim to continually improve the quality and responsiveness of our services to tenants.**

To ensure all tenants have the opportunity to be involved we offer a variety of activities. You can choose how, where, and when you get involved. Through our involvement framework you can influence decisions that have an impact locally, regionally, and organisation-wide. We encourage you as a tenant to get involved and have your say. We hope you will find an opportunity to participate and influence services that affect you as a Habinteg tenant.

Tenant involvement aims to:

- 1.** Gather feedback from tenants on their experience of using services and their opinion on the quality of the services.
- 2.** Enable tenants to influence how those services are delivered by involvement in service reviews and contractor reviews.
- 3.** Enable tenants to contribute towards setting standards for service delivery.

# Tenant involvement framework

**Habinteg Support:  
Training, expenses,  
childcare costs,  
and registered  
personal assistant  
or carers costs**

## **Tenant inspectors**

- Scrutinise service delivery
- National tenants' forum meetings
- Production of report and action plan for Homes and Services Committee

## **Tenant representatives**

- Quarterly scheme inspections
- Service reviews
- Contract reviews
- Annual Report to Tenants
- Regional and national forum meetings
- Consultation exercises
- Interview panels
- Planned works contract meetings
- Stage three complaint panel hearings





# How can I get involved?

There are many ways you can get involved. Each involvement activity requires varying amounts of time and have varying levels of influence on our services. Use the symbols as a guide to help you decide the activity that is right for you.

## What the symbols mean

Activities highlighted with more clocks take more time.



Activities marked with an 'H' icon take place within your local area.



Activities with more stars have greater influence.



Activities marked with an 'A' icon have an element of travel.



If you are interested in taking part in any of the involvement activities or would like to find out more information, please contact our Performance and Involvement Officer on 0300 365 3100.

# Involvement activities

## Annual scheme meetings

The purpose of the annual scheme meeting is to inform tenants of changes in policy, discuss scheme improvements and identify any issues that need resolving.



## Board member

Habinteg's Board is made up of 12 members, including the Chief Executive. Up to three tenants can serve on the Board at any one time however there is no minimum level. Tenants have to apply and go through the recruitment process and would be appointed according to their skills and knowledge. This position involves influencing decisions at the highest levels. All vacancies on the Board are advertised via newspapers and newsletters.



## Homes and services committee

The Board delegates responsibility for tenant involvement to the Homes & Services Committee which is a committee of the Board. The Committee is comprised of six members, four of whom are members of the Board and two of whom are tenants appointed by the Board following an application and interview process. The Committee will meet at least four times a year.

The Homes and Services Committee approves and monitors the delivery of asset management and maintenance programmes and monitors performance. The Committee receives reports and oversees the programmes of tenant scrutiny and inspection.







**PROGRAMME FOR THE DAY** 

**10:00 AM** Registration  
**10:30 AM** Welcome  
**11:00 AM** Session 1  
**11:30 AM** Session 2  
**12:00 PM** Lunch  
**1:30 PM** Session 3  
**2:00 PM** Session 4  
**2:30 PM** Session 5  
**3:00 PM** Session 6  
**3:30 PM** Session 7  
**4:00 PM** Session 8  
**4:30 PM** Session 9  
**5:00 PM** Session 10  
**5:30 PM** Session 11  
**6:00 PM** Session 12  
**6:30 PM** Session 13  
**7:00 PM** Session 14  
**7:30 PM** Session 15  
**8:00 PM** Session 16  
**8:30 PM** Session 17  
**9:00 PM** Session 18  
**9:30 PM** Session 19  
**10:00 PM** Session 20

## Quarterly scheme inspections

We carry out joint walkabouts, involving staff, tenant representatives and tenants to find out about any problems on their scheme.



## Tenants' associations

A tenants' association meets to talk about and deal with any issues relating to their neighbourhood. These associations improve the local environment and community spirit and assist local tenants to tackle problems. Membership is open to anyone who lives in the area and receives services from Habinteg. We provide advice and guidance on how to set up a tenants' association.



## Tenant led improvement budget

The tenant led improvement budget is money which enables tenants, in conjunction with their tenant representative (if applicable) to recommend scheme improvements. Proposals are developed through consultation with tenants and the budget may be used for minor improvements to a scheme that would not usually be covered by maintenance budgets.



## Tenant inspectors

This is a scrutiny role which checks on the services we deliver in a detailed way and suggests improvements to the way we do things in the form of an action plan. Tenant inspectors examine regional services as part of a three yearly programme. They also look at services that have not reached target or where concerns have been raised. This is an important role and training will be given to ensure people have the necessary skills to carry out the tasks. Tenant inspectors are required to sign a code of conduct and confidentiality agreement before taking up their position.



‘It is very rewarding trying to improve Habinteg as a tenant inspector.’

Neil Scott, Tenant Inspector, Hull

## Tenant representatives

Tenant representatives represent the views of the tenants in their area and more broadly the interests of tenants as a whole. The role involves scrutinising, informing, and influencing policy and day to day business decisions.

Tenant representatives are volunteers who assist Habinteg with quarterly scheme inspections, production of the Annual Report to Tenants, and consult with other tenants on community improvements and other issues. They are an important link between Habinteg and other tenants.

Tenant representatives are elected by nomination or by ballot on a given scheme or amalgamation of schemes. The recruitment and ballot is organised by the performance and involvement officer. Tenant representatives are required to sign a code of conduct and confidentiality agreement before taking up their position.

The level of involvement depends on the type and number of activities you chose to get involved in. Some of the activities you can get involved in as a tenant representative include:

### National tenant forums

A national tenant forum is arranged at least twice a year by the Director of Operations. This is a meeting of the three regional forums on matters of common interest, including the development of policy and strategy. The role of the national meeting is to review and comment on Habinteg’s services and performance, including tenant involvement. The forum has a terms of reference which have been agreed by Habinteg’s Senior Management Team.



‘Being a tenant representative and inspector gives me the opportunity to meet other tenant representatives and inspectors, and Habinteg management to learn about other schemes. There is also training available.’

Leon Maiden

Tenant Representative and Inspector, Norwich

### Regional tenant forums

These forums meet in each region at least twice a year and are the responsibility of the Operations Manager. They are meetings of elected tenant representatives providing a perspective on all aspects of Habinteg’s housing and support services and influence the development of policies and procedures. The forums have a terms of reference, which set out their purpose and have been agreed by Habinteg’s senior management team.



### Staff interview panels

Tenant representatives play a role in the recruitment of staff for Habinteg schemes. (Tenant representatives may not recruit staff for roles in their own scheme or housing manager patch.)



### Stage three – Complaint panel hearings

This is the final stage of Habinteg’s formal complaints process. At stage three complaint panel hearings, two tenant representatives and one board member review the way that the complaint has been handled and will consider all the facts of the complaint prior to a final report being submitted.



## Service review panels

On service review panels, tenant representatives and staff work together to review services and identify areas for improvement. A rolling programme of service reviews is set and involves between two to five meetings over a two to six month timeframe. Service review panels cover all areas of policy and practice affecting tenants.



‘I enjoy being part of review panels on policies and procedures and this makes me feel I am helping Habinteg to improve. I also enjoy the tenant forum meetings and seeing how well balanced the running of each scheme is and trying to make sure that everyone gets the same level of service.’

Simon O’Brien-Ellington  
Tenant representative, Ipswich

## Your voice panel

Your Voice Panel is designed to enable you to contribute your individual views. You will be invited to give feedback on Habinteg policies, external issues affecting tenants, and Habinteg’s communications. You will not need to make a regular commitment to take part and you will often be able to take part from home at a time that suits you. Occasionally we may invite you to participate in a focus group meeting in your area or region.



# Training and support

**We offer a variety of support to enable you to get involved, including:**

- use of interpreters/signers where required
- providing communications in a range of formats (translations may also be available)
- assistance with travel costs and out of pocket expenses
- assistance with registered personal assistant or carers costs
- small grants to establish tenants' associations
- access to stationery and photocopying, and
- assistance with registered child care costs.

Training and information will be provided in ways which best meet the needs and aspirations of tenant representatives and tenant inspectors. The level of training and the budget provided is subject to consultation with the National Tenants' Forum. When possible we bring staff, tenant representatives and tenant inspectors together for training with the aim of increasing shared understanding and to reduce training costs.

'I enjoy the role because you get to hear about other tenant representatives schemes and what problems or successes their schemes have had, and it's good to network. I also enjoy learning about housing issues.'

Helen Speight  
Tenant representative, North Shields

# Alternative formats

We can provide this document in other formats including Braille, large print, audio tapes or CDs. Sometimes, we can also help with translations into other languages. Please contact Habinteg Direct, our Customer Service team, if you require this service.

ਇਹ ਦਸਤਾਵੇਜ਼ ਬਰੈਲ ਲਿਪੀ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਟੇਪ ਅਤੇ ਸੀਡੀ ਵਿਚ ਵੀ ਉਪਲੱਬਧ ਹੈ। ਕਦੀ ਕਦੀ, ਅਸੀਂ ਦੂਸਰੀ ਭਾਸ਼ਾ ਵਿਚ ਵੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਹੈਬਿਨਟੈਗ ਡਾਇਰੈਕਟ (Habinteg Direct) ਨਾਲ ਸੰਪਰਕ ਕਰੋ

Waxaan idiin diyaarin karnaa dukumeentigan oo lagu daabacay siyaaba kaleh, sida iyada oo ku quran far waawayn, ama iyada oo cajalad maqalah ku duban amaba cajalad kumputarka ah, ama see iyada oo ku qoran farta idholayaasha. Marka qaarkoodna waxaan kaa cawin karnaa turjumaada qoralka ah ee looqadaha kale. Fadlan lasoo xidhiidh shirkada Habinteg Direct, taas oo ay kaa cawinkaraan jaqaalahayagu hadii aad u bahato hawshan oo kaleh.

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promote accessible  
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include everyone.**



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