

## APPENDIX A: MENU OF INVOLVEMENT

<b>Staying Informed</b>	<b>Details</b>
Website	Provides a range of information and links
Social Media	Provision of information and links to websites. Useful in the event of severe weather events, for example, to provide timely and relevant updates
Service Business Plan & Performance Information	Provide information relating to performance, available on website, via social media, in our offices or posted upon request
Annual Report	The Housing Service provides updates on how the regulatory standards have been met over the previous 12 months on our website, via social media and in the newsletter
Housing News 4U	Tenant newsletter produced periodically bringing together a range of information which may include news which may have been circulated previously using other means such as social media.
Other	Tenants receive individual information about their tenancies including rent and charges; tenants and leaseholders receive information regarding works to their homes; tenants receive a tenant handbook
<b>Being Consulted</b>	
Social media	Tenants can be asked for feedback and views on service improvements. We use Facebook to provide information on available homes and other matters of interest.
Surveys & web polls	These provide an opportunity to consult tenants in a variety of ways
Email Group	This can provide a useful means of collecting feedback on a variety of topics
Neighbourhood Walkabouts	Tenants and other residents are invited to attend these estate inspections which take place on a six monthly basis; dates are published in advance on our webpages. Other stakeholders including Councillors and the Police may also attend.
Tenants and Residents Groups	Neighbourhood Officers will support these groups if required
Neighbourhood Based Events	These can be used to gather feedback on particular initiatives such as issues relating to parking
<b>Participating in Decision Making</b>	
Tenants Together (TT)	Membership consists of a maximum of up to twelve independent tenants (and one of those tenant places is reserved exclusively for a leaseholder). The Chair of the Homes Policy Development Group (PDG) is also invited to attend. The TT reviews policy, scrutinises performance and undertakes service reviews,

	making recommendations relating to possible improvements, as appropriate.
Homes Policy Development Group (PDG)	Tenants are invited to attend the PDG
Social media	This is a useful tool for providing information regarding performance, policies, service improvements etc and seeking views
Tenant Inspectors for Planned Maintenance	Tenant Inspectors can act as a point of contact between the tenant whose home is being improved and the Planned Maintenance team and can be involved in contract management.
Short-term focus/ working groups	Such groups could be involved in discussions about particular nuisance issues in a specific area or to inform specific policy reviews such as a review of our ASB policy
Editorial Group	This group consists of tenant volunteers involved in editing the newsletter, Housing News 4U
Local Tenants & Residents Groups	Neighbourhood Officers will support such groups, if required