

## MENU OF TENANT INVOLVEMENT

Choice Housing Ireland believes that it is essential to consider the views of our tenants with regard to the services and housing schemes we provide. We are committed to putting our customers at the heart of service delivery and we believe that by listening to and taking on board your views, we can ensure that policies and services are more responsive to changing needs and rising aspirations.

We recognise that it is important to offer a range of involvement methods which are fit for purpose and appropriate to the needs of our tenants, providing the opportunity for you to get involved with us on whatever level best suits your lifestyle.

If you are interested in working with Choice Housing Ireland staff to improve our services, please indicate in the table overleaf which option would be most appropriate for you and return the completed form to the Association.

### Why get involved?

Being involved with Choice will give you the chance to:

- Be active in shaping Choice services
- Make your area a better place to live in
- Give Choice your views on the services you receive
- Be part of a group to review and improve services
- Help Choice better understand the needs of tenants
- Gain useful skills
- Receive relevant training
- Meet new people

### How do I get involved?

You can choose how to get involved and when by selecting the type and level of involvement that suits your lifestyle.

Choice would be delighted to hear from you. Please complete the Menu of Involvement and return to Choice or hand it to a member of Choice staff.

**Telephone 0300 111 2211 and ask for the Tenant Involvement Team.**

Your choice   
Your Voice



**Together  
we will  
achieve more**

# Menu of Tenant Involvement

YES NO

## Resident Groups

Represent your community on a wide range of issues by being part of a Resident Group in your area. Meets as and when required –2.5 hours per meeting.

## Community Champion

Where no residents group exists become a Community Champion to represent your local community, working beside Choice housing staff to address any issues in your area. 1 hour per week.

## Tenants' Forum Group

We currently have one Central Forum and four Regional Forums to cover the province, (Belfast, South East, South West and North West), discussing housing related issues and sharing best practice ideas. Meets every 2 months –2.0 hours per meeting.

## Tenant Inspectors

Carry out an inspection of our services alongside housing staff to identify areas for improvement. Training is provided and expenses paid. Meets quarterly–Additional project work every 6 months.

## Editorial Team

Write and review articles for our Tenant Newsletter and website and report on the work of the Tenants' Forum. Meets quarterly–1.5 hours per meeting.

## Estate Walkabouts

Walk around your estate with your Housing and Property Services Officer to identify areas of concern and agree priorities for the local community. Meets annually–2 hours per meeting.

## Financial Stakeholders Group

Review the financial areas of housing, eg Tenants' Forum budgets, service charges and related financial matters. Meets quarterly–2.0 hours per meeting.

## Policy Consultation Group (Central Tenants' Forum Group)

Assist with the development and review of policies and procedures as and when required. We anticipate approximately 4 meetings per year–2 hours per meeting.

## Mystery Shoppers

Test services and provide feedback as a mystery shopper by carrying out a series of pre-agreed tasks, such as telephone calls or reception visits, and report on findings. Mystery shopping exercises will be carried out annually–1.5 hours per meeting.

## Information Technology

Assist with the ongoing development of Choice website and innovative self-service technology. As and when required.

## Tenant Satisfaction Survey

Assist with the development of a Tenant Satisfaction Survey to help us identify our strengths and weaknesses. Meets twice per year, as agreed with staff.

## Register of Tenants

Respond to surveys or comment on specific service areas which you are interested in. We can contact you by text, post, email or telephone call. As and when required–time commitment can be as little as 20 minutes.



NAME

ADDRESS

TELEPHONE

RETURN TO: CHOICE HOUSING IRELAND, FREEPOST BEL2371, BELFAST BT4 4BR