

For more Information Contact;

Tenant participation Manager:

Housing Services
North West Leicestershire District Council
Council Offices
Coalville
Leicestershire LE67 3FJ

Telephone: 01530 454545

Email: Housing@nwleics.gov.uk

How to get in touch with us:

Write to us at:

North West Leicestershire District Council
Council Offices
Housing Division
Coalville
Leicestershire LE67 3FJ

Call in and see us at:

The Council Offices on Whitwick Road, Coalville,
any weekday from 8.45 am-5.00 pm.

Telephone: 01530 454545

Email: housing@nwleics.gov.uk

Website: www.nwleic.gov.uk

This leaflet explains:

Your rights to be consulted

How you can get involved

Tenant Participation framework

Keeping in touch with what's happening

and also includes a message from the Tenants and Leaseholders Consultation Forum.

We subscribe to Language line, a telephone interpretation service to help us in communicating with customers who do not speak English as a first language. If you require further assistance or information in another language, then please let us know.



Your Right to be Consulted

We are committed to consulting and involving our customers in developing policies and monitoring performance and service delivery. We have a legal responsibility to consult you if we are considering any of the following actions:

Changing the management and maintenance of your home.

Making improvements or major repairs to your home.

Demolishing a home (we would normally consider demolishing a home as part of a regeneration scheme).

Transferring your tenancy to another landlord

EQUALITY STATEMENT:

INCLUSION OF AVAILABILITY:

This leaflet is available in other languages, formats, on computer disc on request.

Please contact the Business Support Team on 01530 454545 or e-mail: Housing@nwleicestershire.gov.uk

It will also be posted on the council's website at: www.nwleics.gov.uk

Consultation is carried out in several different ways

We will consult you as an individual, through satisfaction surveys, on a specific aspect affecting your home, or about your experiences of services you have received

Keeping in touch with What's Happening

We try to provide you with information about our policies, service and performance in a number of ways:

We have a website where you can read and download information, or send back your comments or suggestions.

www.nwleics.gov.uk

We will arrange one-off consultation meetings where customers are invited to come along, debate and share views

We will work with the Tenants and Leaseholders Consultation Forum who meet on a regular basis

We will ensure that any consultation process is timely and that we give feedback on the eventual decision and what influence the consultation had.

Your Right to Manage

Your tenant's organisation can run your estate instead of the Council after a vote. Tenants and leaseholders can set up an organisation to run the services that the Council usually run like rent collection, repairs and maintenance and keep buildings clean and tidy.

How you can Get Involved

There are a number of ways you can get involved and influence the service you receive, including:

Informally networking with your local Tenant and Residents Association

Completing surveys and questionnaires – postal and by telephone

Attending occasional consultation or working groups

Focus Groups

Attending meetings on a more regular basis as part of your local Tenants and Residents Associations

Settling-in visits

We can provide financial and practical support to enable you to get involved. Talk to us about arranging transport or claiming for childcare costs.

Tenants and Leaseholders Consultation Forum

Who are we? What do we do?

As the name suggests, we are a group of representatives that meet on a regular basis to discuss relevant issues relating to different aspects of our housing.

We are independent of the Council, but have a strong relationship with them in order to raise concerns affecting our housing and environment as well as being consulted about NWLDC housing issues. This allows us an opportunity to keep tenants informed.

All the representatives have opportunities to participate not only in the local forum, but also at a regional level within the East Midlands. Being part of this process develops knowledge and encourages training in specific areas of the housing services.

The Tenants' Compact

With the introduction of the Tenants' Compact, all tenants have the opportunity to be involved in the management of their homes and a say in how their services are delivered – as much or as little as they choose. They not only get the opportunity to meet fellow tenants and make new friends but also to work closely with Council officers and have an insight into how the Council has to operate.

If you would like a copy of the Tenants Compact, please contact the Council on 01530 454545, or download it from www.nwleics.gov.uk

Tenants' Handbook

Your handbook is a series of leaflets which includes information about maintaining your property and provides advice on numerous other issues. Further copies can be obtained by ringing the Council.

Vision

We publish a regular newsletter for tenants and leaseholders. If you have ideas for articles you would like to see in it, please contact a member of the communications team at the Council offices on 01530 454546.