

## How do you get involved?

If you would like more information,  
please get in touch...

Email us at  
[resident.involvement@nwleicestershire.gov.uk](mailto:resident.involvement@nwleicestershire.gov.uk)

Call us on 01530 454795

Or visit our Resident Involvement webpage at  
[www.nwleics.gov.uk/resident\\_involvement](http://www.nwleics.gov.uk/resident_involvement)

We will be happy to come and see you to  
discuss how you can be involved and give you  
more information.

## The Resident Involvement Team



To encourage and support tenants  
and leaseholders to be involved, the  
housing service will:

- Make being involved as accessible as possible
- Provide training and support to enable them to engage with the housing service effectively
- Hold meetings and events at convenient times
- Reimburse tenants and leaseholders for child and dependency care costs to enable attendance at meetings or consultation events
- Reimburse reasonable travel expenses and/or provide transport to events or meetings
- Provide refreshments at meetings and other consultation events
- Provide grants to Tenant Associations which meet the council's recognition criteria
- Organise annual pop up events across the district to reach and engage with as many tenants and leaseholders as possible
- Develop and support focus groups to consult and seek feedback
- Set an annual budget for tenant and leaseholder involvement activities and for this budget to be managed by the Tenants and Leaseholders Consultation Forum (TLCF).



# NWL

# RESIDENT INVOLVEMENT

## MENU

As a tenant or leaseholder you  
are in the perfect position to tell  
us about the services you have  
received and help us to improve  
those services.

You choose how much or little  
involvement that suits you, there is  
no one size fits all.



## Eat in

Ways you can be involved right where you live

### Tenant Associations

Join a local Tenant Association in your area and help to support your community

### Virtual panel

Receive occasional emails asking for your views on different parts of the housing service

### Estate Evaluators

Visit local estates to evaluate all communal areas and report back to us



## Eat out

Join one of our groups and forums

### Tenants and Leaseholders

#### Consultation Forum

Join the forum and help to shape housing policy and decisions

#### Recruitment Panels

Help us to recruit and select new candidates for positions within the housing service by sitting on interview panels

#### Tenant Scrutiny Panel

Become a Tenant Scrutiny Panel member and get involved in inspecting different parts of the housing service

#### Working groups

Come along to regular working group meetings to help shape current housing services in the areas of repairs, housing management and performance and finance

#### In Touch Editorial Panel

Be part of a team who choose articles and images to go into our quarterly tenant magazine, InTouch

#### Focus Groups

Be part of a group of people who will meet occasionally to discuss specific housing related issues

## Specials

Our annual events everyone can tuck into

### Pop up events

Every year we hold a number of events across the district, visiting our tenants to ask them about their views of the housing service

### Networking event

We host a networking event every year for all our residents who are involved with us. This is a great opportunity to meet other residents and find out about the difference you have made



### Level of involvement:



Involved when you want to be



Regular meetings, usually monthly



More in-depth involvement, more time required.