



Resident involvement opportunities

Learn new skills, receive free training and make a difference.

Resident involvement opportunities

Why should I get involved?

As a resident you are the ideal person to tell us what we do well and what we could do better. Involving you in our work will help us improve our services for you and the rest of our customers.

You can choose exactly how much you want to be involved. We will provide free training and transport, and will support you every step of the way. The skills and training will look great on your C.V. and might also assist you in other areas of your life.

We have so many opportunities in different areas. Please take a look at the list below and tick the boxes of the groups / sections you would like more information about. We can either post information out to you or we can call you for an informal chat. Just let us know which you would prefer.

Please complete and return the form opposite back to us in the prepaid envelope provided.

Alternatively, if you would like to discuss getting involved with us now, you can contact the Resident Involvement Team directly on 01530 454795 or

resident.involvement@nwleicestershire.gov.uk



How can I get involved?	Where do I get involved and how much of my time will I need to put aside?	Please tick all of the boxes you are interested in
Mystery shopping - Be a mystery shopper and use our services via telephone, email, post to give us feedback on how we can improve	You can do this on the telephone from your home once or twice a month in the daytime or evening.	<input type="checkbox"/>
Void Property Inspector - Visit void (empty) properties with staff to inspect and ensure that the property meets the required standards for letting to new tenants	Two hours a month, in the daytime, at empty council properties near your home. We can provide transport to and from the empty property and we will meet you there to inspect the property with you.	<input type="checkbox"/>
Working groups – Come along to regular working group meetings to help shape current housing services in the areas of repairs, housing management, performance and finance and the older persons service	Two hours a month at the council offices in the daytime. We can provide transport for you.	<input type="checkbox"/>
Talkback Panel - Be part of a core group of people who will be asked their opinion about a housing related issue over the telephone, by post or by email or social media	We will contact you occasionally to ask your opinion on a housing related topic. You can respond in your own time from home.	<input type="checkbox"/>
Sub or task groups - Be part of a core group of people who will meet occasionally to discuss specific housing related issues	Meetings will be arranged as and when and we will contact you to check you availability. These can be daytime or evenings. We can provide transport for you.	<input type="checkbox"/>
In Touch Editorial Panel - Be part of a team who choose topics and images to go into the quarterly tenants newsletter In Touch	One hour a month, in the daytime, at the Council Offices. We can provide transport for you.	<input type="checkbox"/>
Tenant Scrutiny Panel - Become a Tenant Scrutiny Panel member and get involved in inspecting the housing service <i>(Please note - you cannot be in any other groups if you are in this group)</i>	Your involvement can be from two hours up to 20 hours a month at the Council offices or within the North West Leicestershire area. Meetings and get together tend to be in the daytime. We can provide transport for you.	<input type="checkbox"/>
Recruitment panels – Take training so you can help us to recruit and select new candidates for positions within the housing service at the council	Up to six hours a day, in the daytime, at the Council Offices, as and when we undertake interviews for new candidates. We can provide transport for you.	<input type="checkbox"/>
Tenants and Leaseholders Consultation Forum – Join the forum and help to shape housing policy decisions, future council projects, initiatives and services before they are formally agreed.	Two hours a month on Monday evenings, 6pm – 8pm, at the Council Offices, nine times a year. We can provide transport for you.	<input type="checkbox"/>

<p>Tenants and Residents Associations (TARAs) – Join a local TARA in your area to take part or assist in coffee mornings, bingo evenings, film nights, summer fetes and much more. Your local TARA will also meet regularly to discuss issues that are important within your local area. If there is not currently a TARA near you, we can talk to you about setting one up and we will support you to do this as well as provide funding every year</p>	<p>If there is already an established TARA in your area, this will be based at a local community building. Your involvement in your local TARA might be as much as ten hours a week if you want to get involved in running the group or as little as one hour a month if you wanted to attend meetings or drop in to coffee mornings for example. There is likely to be day time events as well as evening meetings and events.</p>	<input type="checkbox"/>
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We understand that people lead very busy lives, but we want to encourage as many people as possible to get involved with our groups. Even if you can't come to all of the meetings for the group or groups you have chosen, please still apply. We would rather you get involved a little bit, than not at all.

Please tick your preferred option to receive further information. (Tick one box)

I would like to receive information about the sections I have chosen by post.	<input type="checkbox"/>
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Or

I would like someone to call me with further details about my choices. Please specify days and times you would prefer us to contact you.	<input type="checkbox"/>
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Please provide the following details:

Name:

Address:

Postcode

Home telephone:

Mobile telephone:

I have my own transport Yes No

No matter who you are, what your background is or what your age is, we really would love to hear from you. You have nothing to lose from getting involved and everything to gain, so what are you waiting for?