

# TENANT

## *Participation*



Help us complete the picture

*Get involved*

# Help us complete the picture – Get involved

## Tenant Participation at North West Leicestershire District Council - driving the service forward



At North West Leicestershire District Council, tenant and leaseholder involvement is essential to maintaining the high quality of our housing service.

We are always looking for people to work with us. You can tell us what you think and influence our services by:

- reading our tenants newsletter or becoming a member of our editorial panel
- becoming a mystery shopper
- becoming a tenant void inspector
- completing questionnaires and surveys
- attending meetings with your local Tenants' and Residents' Association
- coming to our housing improvement working groups
- becoming a scheme representative at your sheltered housing scheme
- coming to the Annual Tenants Conference
- becoming an estate inspector and evaluate your estate
- joining our Tenants' & Leaseholders' Consultation Forum
- becoming a member of our recruitment panel
- coming to a community festival or event

Involvement is also about working with others in your community and about the issues you think are important.

### To help you get involved we will:

- provide taxis and pay travelling expenses
- provide training
- pay reasonable childcare expenses
- give officer support



# Ten good reasons for getting involved

1

You know your area and are the best person to have around when decisions are being made about it.



2

If you are involved in the creation of something, you are more likely to want to look after it.

3

Involvement can get the results you want.

4

Being involved can widen your horizons and improve your social life.

5

It gives you a chance to tell the professionals what you know about your community.

6

Being involved builds up your own ability and skills, it can help you feel more confident.

7

Involvement means that when improvements happen you know what is going on.

8

Being involved can help influence decisions and help get the results you want.

9

Involvement means working in partnership with the Council, its better than having decisions made without you.

10

The more people who are involved means the more likely it is that the things you want will get done.



# The Tenants' Compact

The Tenants' Compact has been produced to help you to get involved with North West Leicestershire District Council and influence the housing service you receive.

It explains:

- how you can get involved to improve the housing service and your local communities
- your right to be consulted before we make changes to the housing service (this excludes rent and service charges)
- the financial support provided for tenant participation
- providing you with information so that you can make an informed decision
- specific targets that the Council must meet and how these will be monitored



We produce a summary of the Tenants' Compact – please ask us if you want one.

If you would like more information about Tenant Participation or would like to get involved, please talk to a member of Tenant Participation Team on 01530 454605, e-mail: [housing@nwleicestershire.gov.uk](mailto:housing@nwleicestershire.gov.uk) or write to the Tenant Participation Team, North West Leicestershire District Council, Council Offices, Coalville, Leicestershire LE67 3FJ.

## Equality Statement

This document is available in other languages, formats or on computer disc on request. Please contact the Business Support Team on 01530 454545 or e-mail: [housing@nwleicestershire.gov.uk](mailto:housing@nwleicestershire.gov.uk) It will also be posted on the Council's website at: [www.nwleics.gov.uk](http://www.nwleics.gov.uk)