















North Lincolnshire Homes (NLH) Resident Involvement Opportunities

Time Commitment	Activity	Residents Involved	Role and Purpose
	Board of Management	Tenants living in NLH properties.	The Board of Management has five Tenant Board Members, selected by a recruitment panel.
	Community Voice (CV)	Tenants and leaseholders living in NLH properties and local owner occupiers. (2 members from each RA + 2 from sheltered panel, 2 BME reps, 2 young person reps, 1 leaseholder rep and 3 geographical reps).	Set up to work in partnership with NLH to influence improvements to policies and services.
	Tenant Inspectors	Tenants living in NLH properties.	Tenants that inspect actual service delivery. Some of the duties that they undertake include: Open door visits (on any service area of their choice), improvement work quality checks, estate inspections, repair reporting and customer service. They also act as Mystery Shoppers testing out service delivery in a planned and structured way, over a short period of time.
	Local Resident Associations	Tenants and leaseholders living in NLH properties and local owner occupiers.	Representative resident associations that work to improve homes, services and the environment in local neighbourhoods.




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	Sheltered Housing Panel	A group of tenant representatives from each of the 20 NLH sheltered dwellings.	The Panel discuss issues that are specific to them and influence decisions that are to be made.
	Leaseholders Panel	NLH leaseholders living in blocks of flats.	Leaseholder representatives that come together to discuss common issues such as services charges.
	Diversity Working Group	Tenants living in NLH properties.	Tasked with making sure all NLH customers are treated fairly and equally and have access to quality services and involvement.
	BME Special Interest Group	Black & minority ethnic community representatives and tenants living in NLH properties.	Set up to discuss their specific requirements in terms of culture, tradition, religious beliefs and language.
	Homes Improvement Panel	Tenants living in NLH properties.	Set up to ensure customer added value and customer focus, when NLH is choosing contractors and products. The group also determines customer choice of product.
	Key News Group	Tenants living in NLH properties.	The group helps to develop content and generally influences NLH publications.
	Internet Group	Tenants living in NLH properties.	Tasked with identifying improvements that can be made to the NLH website.



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	<p>Estate Inspections</p>	<p>Tenants and leaseholders living in NLH properties and local owner occupiers.</p>	<p>Residents are invited to join housing officers on regular programmed estate inspections. The audits involve walkabouts around an estate or area to identify environmental improvements that are required.</p>
	<p>Customer Meet & Greet Events</p>	<p>Tenants living in NLH properties.</p>	<p>Events used to alert tenants to improvement works that are to be carried out to their homes. Tenants can raise questions directly to the contractor in advance of any works and can view customer choices of products available to them. The events are used to facilitate a communication exchange between NLH and its tenants and to recruit representatives to scheme panels wherever possible.</p>
	<p>Scheme Panels</p>	<p>Tenants living in NLH properties.</p>	<p>Tenant representatives living in a sheltered scheme that meet with Partners and NLH to discuss the improvement works that are to be carried out to their homes. They then continue to meet throughout the</p>

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			duration of the works to identify changes to the programme, problems and solutions, and to evaluate the success of the programme at the end of the works.
	Email Quick Response Panel	Tenants living in NLH properties.	Tenants that comment on text of standard letters and publications sent through to them from NLH via email. The group check the text for jargon and understanding and provide a quick email response of their views directly back to NLH.
	Focus Groups	All NLH customers.	Customers can let NLH know their views on a specific topic via targeted in depth discussions.
	Surveys	Tenants and leaseholders living in NLH properties and local owner occupiers.	Residents can let NLH know their views about homes, services and other issues through a range of surveys, from routine satisfaction questionnaires on repairs or improvement works, to comprehensive or targeted in-depth surveys. These surveys can be postal, or by interview, either over the telephone

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			or face to face.
	Individual Consultation	All NLH customers.	Residents can give their views on any changes to the organisations main services or tenancy agreement. Specific individual consultation will relate to planned maintenance or improvement works to homes, i.e. kitchens/bathrooms and disabled adaptations.
	Complaints and Positive Feedback	All NLH customers.	Residents are encouraged to give both positive and negative feedback about the organisations services. This feedback is used to help shape and improve services and to monitor contractors and partners.