



Nehemiah

H O U S I N G

Tenant Involvement

Opportunities to Help Shape the Service
Provided



Tenant Involvement

Here at Nehemiah Housing Association, we are committed to consult, involve, and advise our tenants on a wide range of issues. We understand that engaging tenants will improve the effectiveness of our housing services and can also help you to develop new skills.

Tenant Involvement is about giving you the opportunity to have a say in the way we deliver housing services. It is a way that you can influence the outcomes that affect you, your homes, and communities. We provide a wide range of involvement opportunities to enable everyone from all backgrounds, ages, and groups to contribute.



Get Involved



It is straightforward to get involved! If this is something that you had never done before, we can assist you to decide which option is best for you. We will offer:

- o Training and assistance where required
- o Payment to cover any travel costs incurred or help in arranging transport.

You Choose your Level of Commitment

Responding to a survey yearly or following a repair is as beneficial as joining a meeting to give feedback. Involvement can be as much as little as you want it to be. To help you determine the most fitting level of involvement for you, we have arranged the numerous involvement activities using an 'emoji' system. The number of emojis next to the title, will indicate the amount of time and dedication required:

👤 This indicates a small amount of time and dedication required to contribute, and consult on an irregular basis (i.e. approx. 5 - 10 minutes or as and when required)

👥👤 This will require a medium amount of time and dedication (i.e. to - three hours every two to three months)

👥👥👤 This will indicate the highest level of time and dedication in order to engaged (i.e. two to three hours per month)



Informal Opportunities for Involvement

Tenant Policy Review Group

The Tenant Review Group discusses a range of issues and participates in the decision-making process to improve housing services for all. This group is asked on all tenant-related policies, and procedures and current issues affecting Nehemiah Housing and its tenants and works in conjunction with the Nehemiah Operational Committee.

Tenant Involvement Group

The Tenant Involvement Group administers the application of activities and performance targets that are outlined within the Customer Engagement Strategy. In addition to this, the group will closely examine all customer information and feedback against Nehemiah Housing Services and monitor the annual customer satisfaction results.

Online Tenant Involvement Meeting

Topics for discussion that are of interest or pick by the tenant. Having the opportunity to ask questions regarding service delivery and to offer any suggestions for improvement. Producing an action plan for further enhancement to the service delivered.



Informal Opportunities for Involvement



Tenants Voice / Newsletter Panel

This group will meet up on a routine basis to prepare, create and contribute to the quarterly publication of the tenant newsletter.

This group will also have an involvement into the review and introduction of materials and publications.



Complaints Review Panel

The Panel reviews anonymous information relating to logged complaints on a quarterly basis. The Panel may consider any significant developments and will make suggestions for service developments.



Seniors Together

This is a group for sheltered housing residents, designed for tenants to come together, share thoughts and experiences, and talk about matters appropriate to their wishes with the support of their Scheme Manager.



Informal Opportunities for Involvement

Surveys/Focus Groups/Consultation

This would be feedback from tenants completing one of our surveys i.e. customer satisfaction or following a repair, joining in on a focus group, reviewing our services or attending one of our planned sessions. This would keep us up-to-date with tenant opinions as well as increasing our awareness of general tenant satisfaction and expectation.

Estate Inspections/Walk abouts

During our estate inspections and walkabouts, we aim to give the tenants and Nehemiah staff the opportunity to work together to make sure that the neighborhood and properties, are places where the tenant are happy to live, for now and in the future. Tenants will also be able to attend the Estate inspections, were together we will pick up issues and create actions for service improvements

Community Events/Open Days



Community events and open days are held to provide more information about the service that Nehemiah provides. A opportunity to promote tenant involvement and the advantages of getting involved – all carried out in a friendly, fun, and informal environment.



More Information

If you would like more information about getting involved call us on 07739 705048, email marcia.cunnison@nehemiah.co.uk or return the form below. We look forward to hearing from you.

I would like more information/would like to get involved with the following tenant involvement options:

- Tenant Policy Review Group
- Tenant Involvement Group
- Online Tenant Involvement Group
- Tenants Voice/Newsletter Panel
- Seniors Together
- Complaints Review Panel
- Surveys/Focus groups/consultation
- Estate Inspections/Walkabouts
- Community Events/Open Days Involvement

Name _____

Address _____

Email address _____ Tel No. _____

Please return this form to:

Tenants Involvement

Nehemiah Housing Association

1-3 Beacon Court, Birmingham Road

Great Barr, Birmingham, West Midlands. B43 6NN

marcia.cunnison@nehemiah.co.uk - **Mobile: 07739705048**

