

## Get involved

We know the best way to improve our service is to ask and involve tenants in as many ways as possible. We also know many people lead very busy lives and have conflicting demands on their time.

That's why we offer a variety of ways for people to be involved with our work, and there should be something to suit everyone. But if you think we could offer you another way, please let us know.











Our Challenge and Change Group meets regularly to discuss a range of topics, complete service reviews, or take part in one-off focus groups. We'd like to think this gives you an opportunity to tell us what we're doing well or where we need to improve.

We can offer financial support towards costs such as childcare or travel expenses when attending meetings.

If you've got ideas and would like to get involved, we would love to hear from you.

## Current opportunities

### What the symbols mean

-  Less than 10 minutes, up to seven times per year
-   Up to two hours per meeting, as required
-    Up to 4 hours per month
-     One to two days per month

### Grass-cutting monitors

Every month between April and September, our grass-cutting monitors are telephoned to complete a short survey about their satisfaction with the grass cutting service.

### Customer satisfaction surveys

From time to time we ask our tenants to complete surveys on a variety of subjects to gain their thoughts and experiences. The information gathered helps us monitor how we are performing and pick up any emerging trends or issues so we can address specific problems and/or make changes to these services. We also have a set of regular – usually monthly – surveys relating to frontline services such as maintenance, anti-social behaviour and estate maintenance. Surveys can be conducted by post, over the telephone, online or door-to-door and they usually require boxes to be ticked to answer the questions.

### **Proof-reading** 🕒

Our group of proof-readers makes sure our leaflets and documents are simple to understand and include all the information tenants and leaseholders need to know, before they are published. They are asked to look for spelling mistakes and punctuation errors, make sure the text is easy to read and makes sense, highlight jargon and check the images are appropriate.

Documents reviewed by the group include the quarterly Tenant Topics newsletter, the annual review and our tenant information leaflets. All projects are managed by email.

### **Focus groups** 🕒🕒

Focus groups are arranged as required to discuss general subjects or particular topics, such as developing a Tenant Health and Safety Handbook. Some groups target particular demographics, such as younger residents or HomePlus tenants, and others are more general.

### **Challenge and Change group** 🕒🕒🕒

The Challenge and Change Group has a flexible role that varies according to suggested topics and current focus. The group monitors performance and carries out a range of in-depth investigations into our housing-related services, using the findings to challenge and shape their future development. It also gives a steer on the content and presentation of our annual review. Group members have heard from speakers about local issues and discussed ideas to reduce some of their impact, and how TRH could get involved.

### **Two Rivers Housing Board** 🕒🕒🕒🕒

Responsibility for the management of Two Rivers Housing lies with the Board. There are seven Board members in total – one of whom is a Two Rivers tenant or leaseholder – and they contribute a variety of skills and knowledge. Together they determine the strategic direction of the organisation, monitor performance, set budgets and approve policies, but they are not responsible for the day-to-day running of the business. There are no current tenant vacancies.

**These are just some of the ways you can get involved with our work. If you are interested in any of these, or would like more information on how to be involved, please contact our Community Engagement team. Email [CommunityEngagementTeam@2rh.org.uk](mailto:CommunityEngagementTeam@2rh.org.uk) or call the office on 0800 316 0897.**