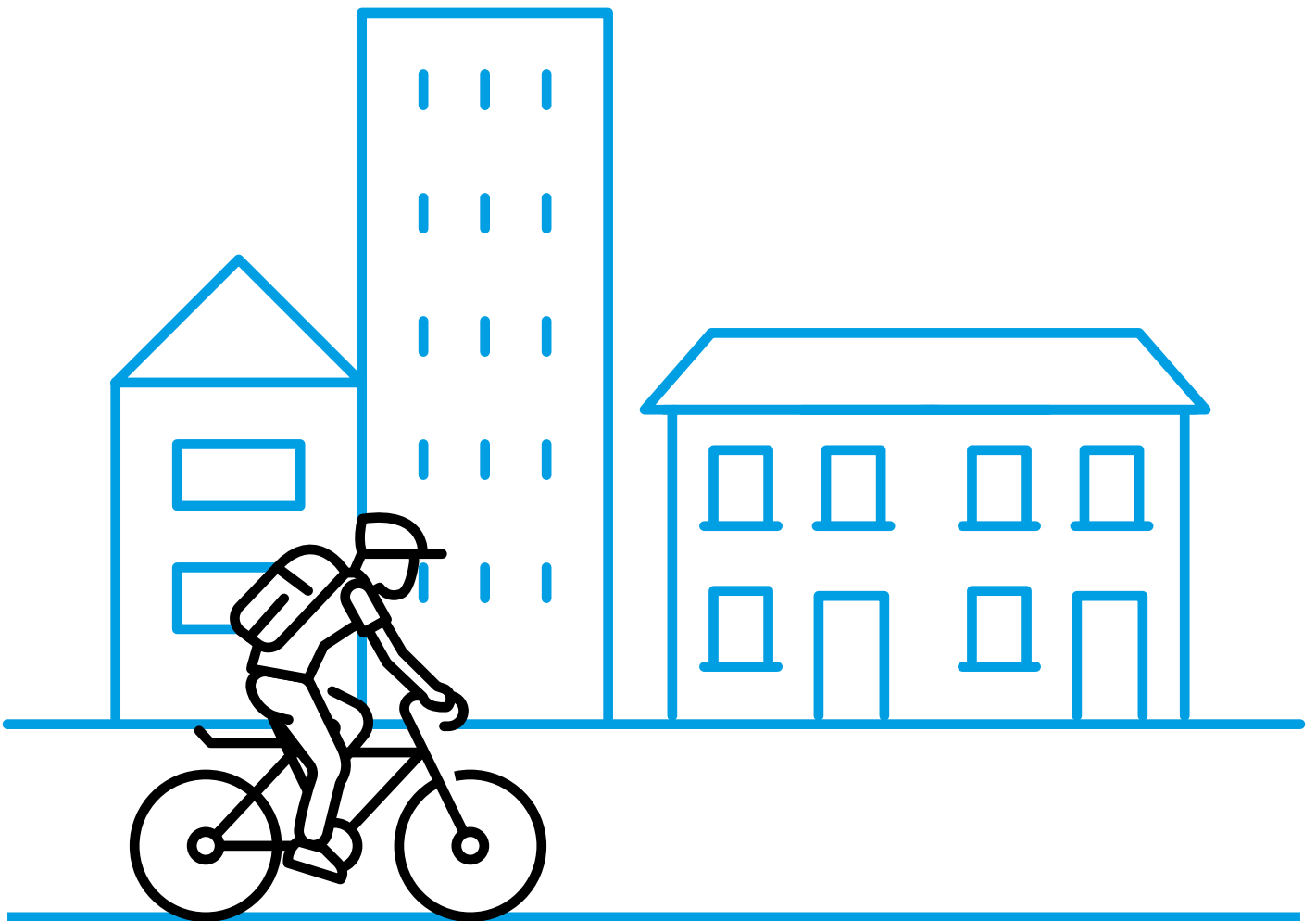




HOW TENANTS AND LEASEHOLDERS CAN GET INVOLVED IN THEIR NEIGHBOURHOOD



Why Get Involved?

Birmingham City Council is committed to making sure that our tenants and leaseholders are happy with the service they receive.

To help us to achieve this, we want to give you as many opportunities as possible to share your views on our housing service.

Your participation in these activities is important in helping us to identify problems, change and improve the services that we provide.

How You Can Get Involved?

There are lots of ways that you can get involved. Some of these activities only take up a little of your time and many of these take place inside your home. Other activities take longer or happen more frequently and involve meetings and events. Getting involved at this level gives you an even greater say in the changes we make to our services and offers a chance to meet new people. No matter what level of commitment you are able to give, there is an opportunity for everyone to have your say and make a difference to our housing services.



Contents

This booklet explains all of the different ways that you can get involved with us and share your views

PART 1: Activities that only take up a little of your time

- Informal activities you can do at home
- Informal activities that take place outside the home

PART 2: Activities that take up a little more of your time

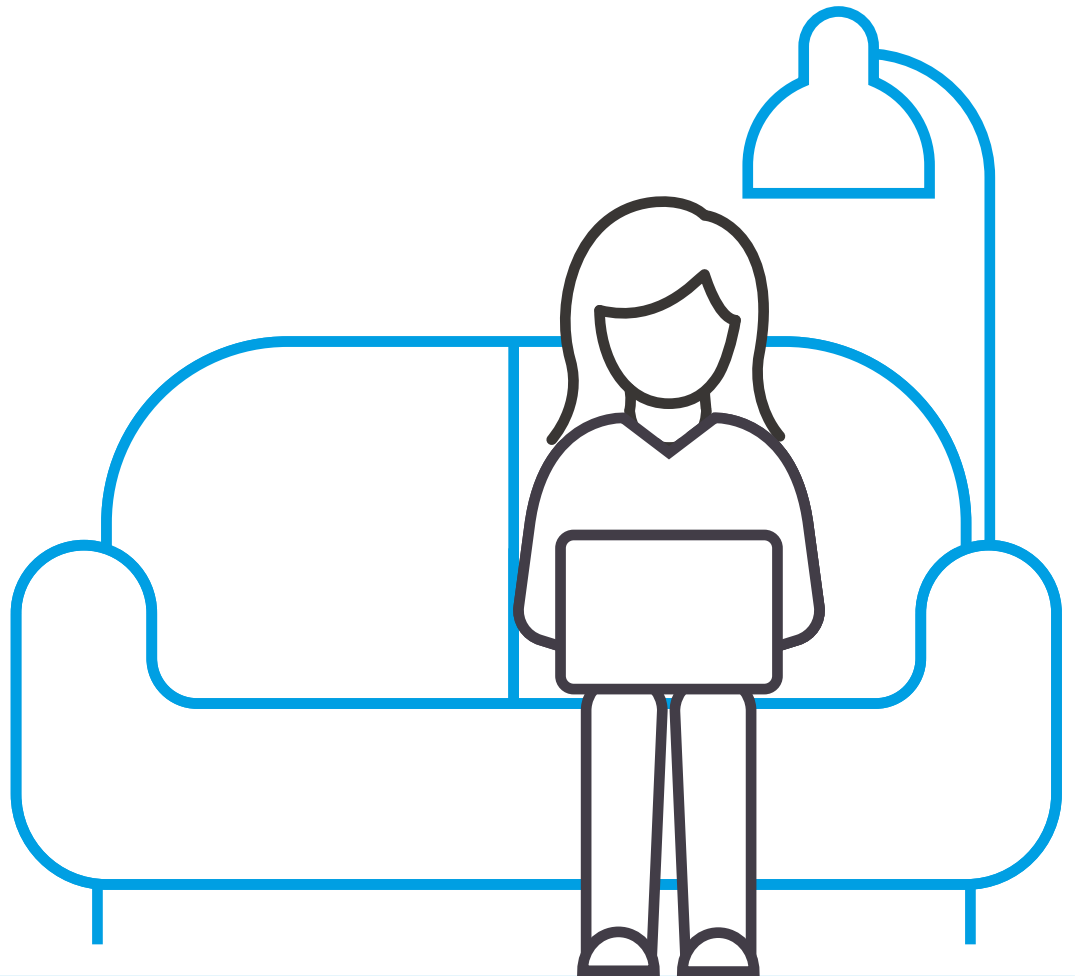
- Formal groups operating at a local level
- Formal groups operating at a district level

PART 3: Activities that take up more of your time

- Formal groups operating at a Citywide Level

PART 4: Tell us how you would like to get involved

- Tenant Involvement Survey
- Contact us



ACTIVITIES THAT ONLY TAKE UP A LITTLE OF YOUR TIME

These activities only require a small time commitment and allow you to share your views in an informal environment, at a time that suits you

Your Views – Less than 10 minutes

Your feedback is important to us. It can help us to understand what we do well and how we can do better. You can make a comment, compliment or complaint by going to **www.birmingham.gov.uk/yourviews**

Surveys – Less than 30 minutes per survey

We will survey a randomly selected group of tenants by email, post or over the telephone to ask them what they think about different aspects of our housing service. The findings will then be used to inform service improvements.

Focus Groups – 2 hours per focus group

A focus group brings together around 10 tenants for a one-off informal discussion about a particular service. An officer will identify the issues we would like your views on, oversee discussion and record your comments. We will keep those who attend updated on the progress of recommendations.

Events – 2 hours up to one day

You could go along to an event to find out what is happening at a national, regional or local level with regards to changes in tenant participation or housing policy e.g. welfare reform. You will then be able to share your views and experiences with other tenants.

Consultation – up to 20 minutes

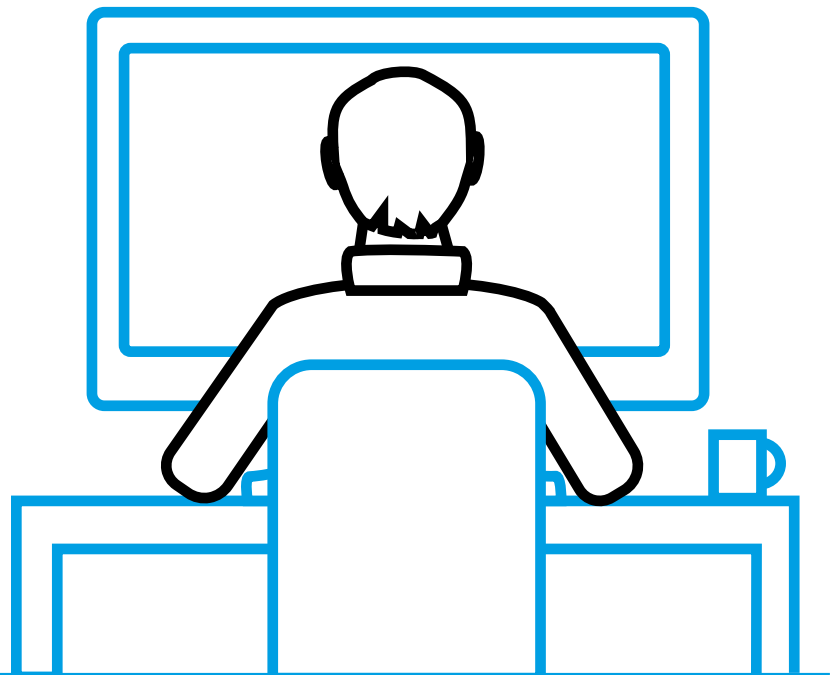
We welcome the views of interested tenants and will contact them by email, text, telephone, post or face to face asking for their opinions about specific service issues, giving them the opportunity to identify areas for improvement and future priorities to reflect local circumstances.

Keeping You Informed - less than 30 minutes

We will send information to tenants asking for their opinions about specific service issues or policy changes. We will keep tenants updated on how this information will be used to inform service improvements.

Social Media - time commitment depends on you

We will use BCC twitter accounts to promote local tenant engagement activities that are taking place across the City, giving tenants the opportunity to come along and get involved!



ACTIVITIES THAT ONLY TAKE UP A LITTLE OF YOUR TIME

These are more formal ways that you can get involved in shaping and developing services but these do require more of your time and may involve attending meetings or events.

Block Inspectors – 2 hours, once a month

We are recruiting residents from each high and low rise block to act as Block Inspectors. Block Inspectors listen to and voice the views of other residents. They work with officers to audit the block on a monthly basis to make sure they are clean and tidy as well as identifying problems or communal repairs.

Estate Walkabouts – 2 hours, once a month

Estate walkabouts involve a group of tenants and officers taking a short walk around an estate and looking for things that may need improving. Estate walkabouts are your opportunity to have your say about what's good and what's bad about where you live, with the knowledge that we will do something about what you said.

Tenant Inspectors – 2 hours, ad hoc basis

We will train tenants to inspect our pre and post void properties. They will work with our Contract Works Officers to identify problems who will report these back to our Repairs Contractors for remedial action.

Residents' Associations – 2 hours every month or every other month

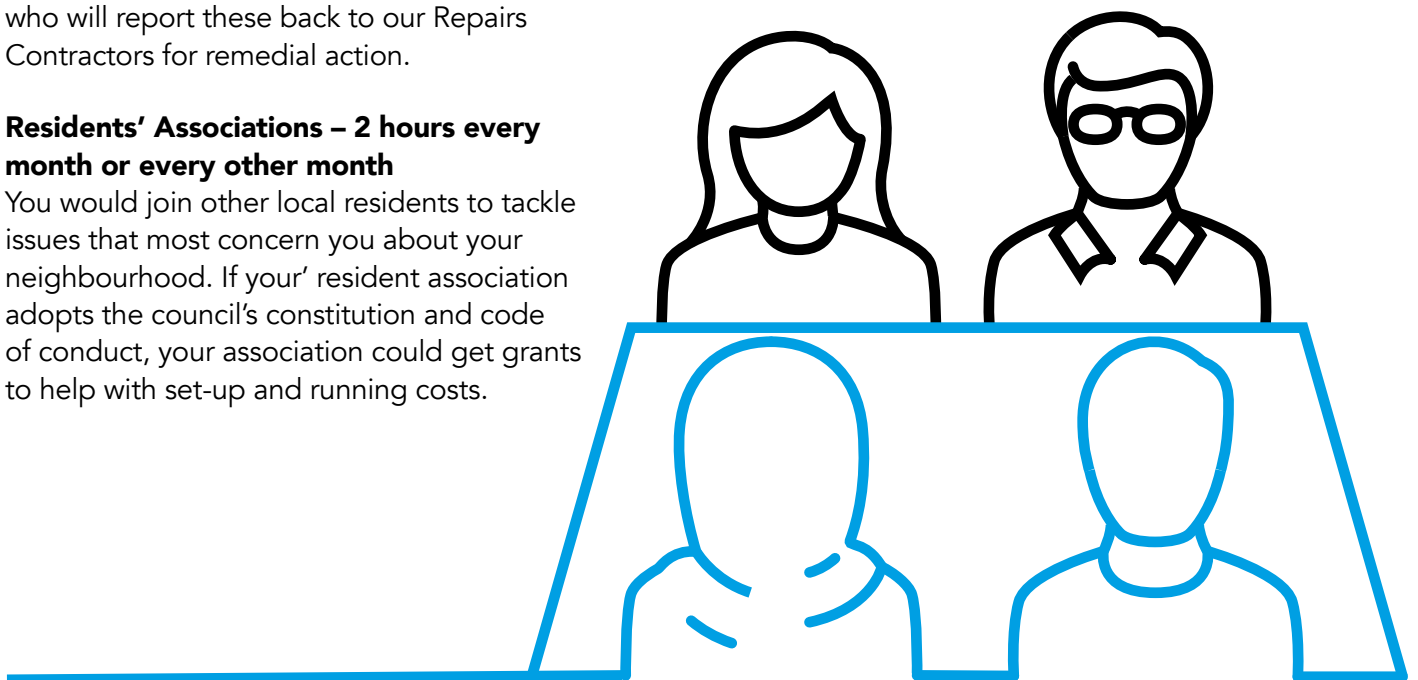
You would join other local residents to tackle issues that most concern you about your neighbourhood. If your' resident association adopts the council's constitution and code of conduct, your association could get grants to help with set-up and running costs.

Housing Liaison Boards (HLBs) – 2 hours, once a month

HLBs are groups of tenants, leaseholders, local residents, councillors and housing staff. They follow a set of rules so that their work is carried out in a fair and clear way. By joining your local tenant group you will have a chance to co-regulate housing services. HLBs also receive a small budget to support area improvements or local projects.

District Sheltered Housing Liaison Board (District SHLBs) – 2 hours, every 6 weeks

You will meet other tenants, aged 50 and over, who live in sheltered housing and extra care housing schemes across Birmingham. By joining one of the district SHLBs in the city, you will have a chance to focus on issues that are specific to sheltered housing.



ACTIVITIES THAT TAKE UP MORE OF YOUR TIME

These are formal groups that operate at a citywide level and require a greater time commitment. However these groups offer you the opportunity to get involved in citywide strategy and policy issues.

Tenant Management Organisations (TMOs) – this depends on your TMO

A Tenant Management Organisation is set up by residents to manage the homes in a specific area on behalf of the council. As a member of a TMO you will have a big say in the way your housing service is run and you will still be a tenant of the council.

City Housing Liaison Board (CHLB) – 2 hours, 10 times a year

One person from each HLB is elected to attend the CHLB. We also invite one representative from SHLB, LLB and collectively from the TMOs. You will take part in open and honest discussions on matters relating to the housing service. You will also take part in consultation on significant changes in policy or service delivery arrangements. The CHLB is a vital link between the housing service and tenants and leaseholders.

Leaseholders' Liaison Board (LLB) – 2 hours – every quarter

The Leaseholders' Liaison Board is made up of elected representatives from each District. You will look at issues that affect leaseholders such as major repair programmes and the development of neighbourhoods.

City Sheltered Housing Liaison Board (City SHLB) – 2 hours, bi-monthly

One person from each District SHLB is elected to attend this group. As part of this group, you will help to improve sheltered housing for tenants across the city.

Service Improvement Groups – 2 hours, 10 times a year

These groups offer you the opportunity to monitor and improve services. The groups will also be consulted on changes in policies or procedures. You need to be elected by CHLB to become a member.

Task and Finish Groups – 2 hours, as and when required

We also offer tenant volunteers the opportunity to sit on Task and Finish Groups. These are time limited working groups set up with the aim of delivering a specified objective, once this objective has been achieved the group is disbanded. We have previously had Task and Finish Groups on the procurement of services, such as repairs and maintenance and cleaning.

TENANT INVOLVEMENT SURVEY

Tenant involvement is really making a difference in Birmingham and helping to improve the services we provide to tenants - but we need your help to improve it further.

If you would like to be involved in influencing our policies, shaping our services and checking how well we are performing, please fill in the Tenant Involvement Survey overleaf.

Whether you have 10 minutes to spare or want a regular active role on one of our groups, there is something to suit everyone. This is your chance to tell us more about how you would like to get involved – so please complete the survey and a Tenant Participation Officer we will be in touch to discuss your preferred involvement!

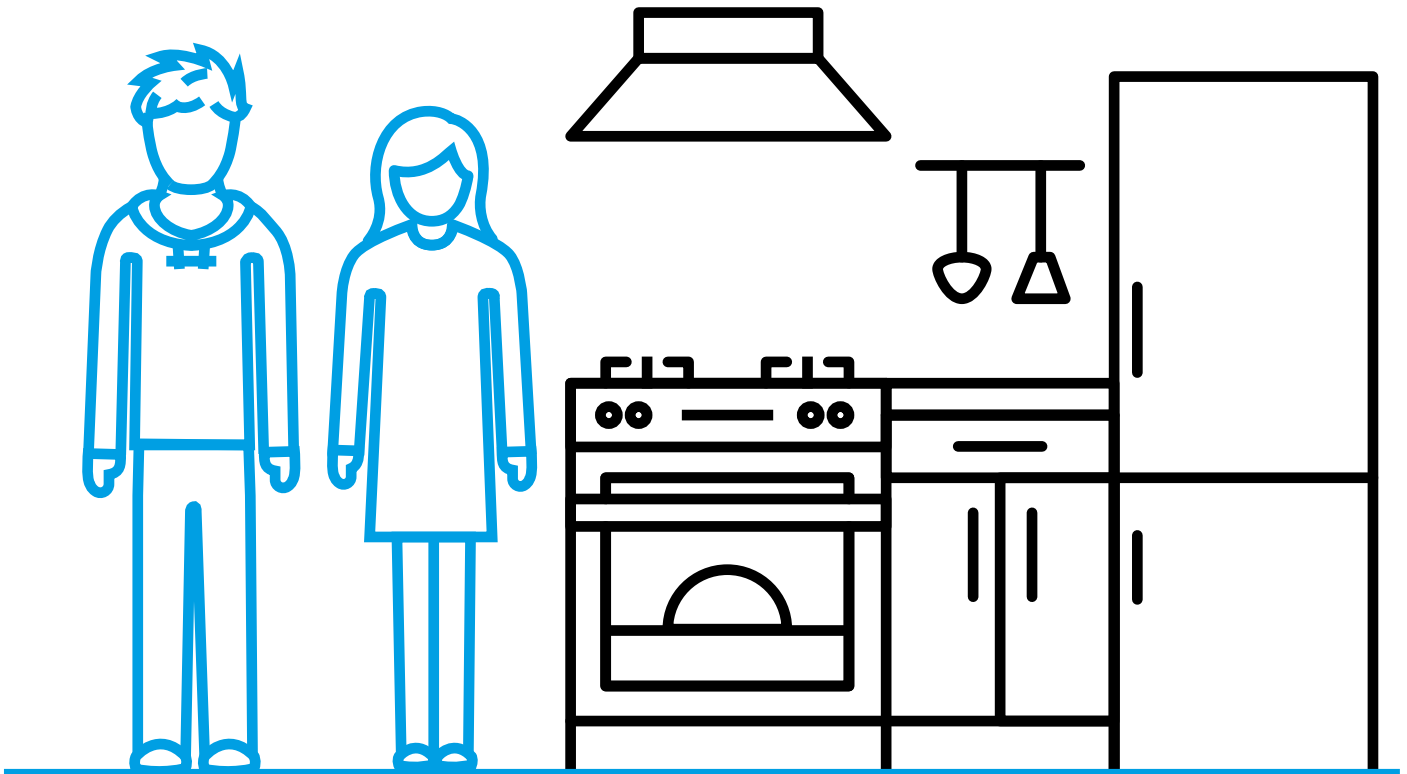
Please complete the survey in **BLOCK CAPITALS**

To complete and return the survey:

- Detach the survey from the booklet
- Complete the survey
- Fold the page in half and return in the Freepost envelope included in this document. If you do not have a Freepost envelope please use a stamp and return the survey to:

Freepost RTBZ-HUSJ-CGUR
Resident Involvement
Birmingham City Council
PO Box 16614
Birmingham
B2 2GU

We look forward to hearing from you and working with you in the future.



Data Protection Information

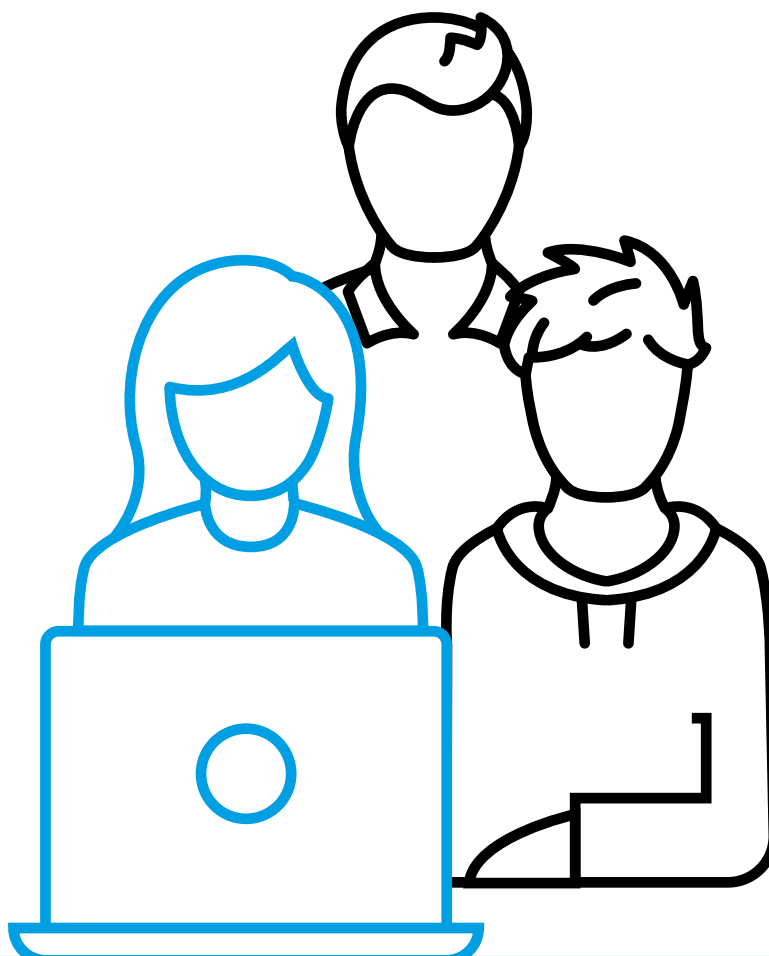
The information you provide is confidential and subject to the requirements of the Data Protection Act 2018. This personal data will be held and processed by Birmingham City Council for the purpose(s) of your preferred involvement with the Resident Involvement Team.

The personal details you provide will not be shared with any other party other than Birmingham City Council's Tenant Participation Officer(s) who will contact you to discuss your involvement further. For further information of our privacy notice, please visit:

www.birmingham.gov.uk/privacy

You may ask for a copy of your personal information by writing to:

**Corporate Information Management Team
PO Box 16366 Birmingham or email:
infogovernance@birmingham.gov.uk**



YOUR CONTACT DETAILS

PLEASE COMPLETE FULLY AND IN BLOCK CAPITALS

Title: Miss / Mr / Mrs / Ms (please delete as applicable)

First name Surname

Address

Postcode

Telephone number Mobile number

Email address

GET INVOLVED

1. How would you like to get involved?

Activities that only take up a little of your time (Tick all that apply)

- Consultation
- Events
- Focus Groups
- Keeping You Informed
- Social Media
- Surveys
- Your Views

Activities that take up a little more of your time

- Block Inspectors
- District Sheltered Housing Liaison Board
- Estate Walkabouts
- Housing Liaison Boards
- Residents' Associations
- Tenant Inspectors

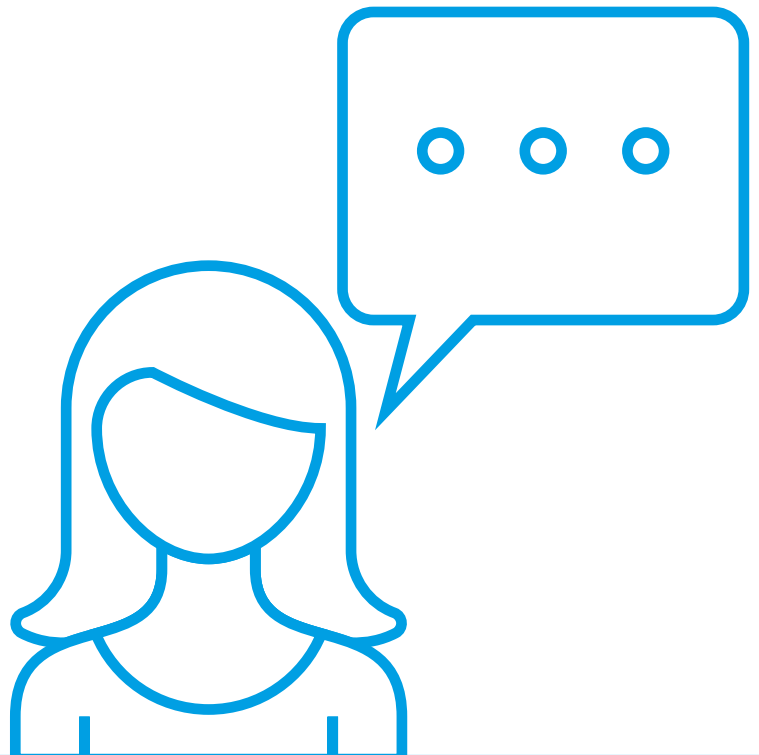
Activities that take up more of your time

- City Housing Liaison Board
- City Sheltered Housing Liaison Board
- Leaseholders Liaison Board
- Service Improvement Groups
- Task and Finish Groups
- Tenant Management Organisations

2. How would you like us to contact you?

(Tick all that apply)

- Email
- Face-to-face
- Letter
- Telephone
- Text message
- Other (please specify):



3. What housing issues are you interested in? (Tick all that apply)

- Affordable housing
- Antisocial behaviour
- Allocations / Lettings
- Choice based lettings
- Community cohesion
- Community safety
- Council Tax
- Decent Homes
- Development/regeneration
- Diversity
- Environmental issues
- Estate management
- Health and safety
- Local neighbourhood
- Performance monitoring
- Rents
- Repairs
- Shaping services
- Sheltered housing
- Tenancy conditions
- Value for money
- Welfare reform
- Other – please specify:

4. How much time can you spare to get involved?

(Please tick one box only)

- Up to two hours
- Two – four hours
- Four – six hours
- Six hours or more

5. How often would this be?

(Please tick one box only)

- Weekly
- Monthly
- Quarterly
- Annually

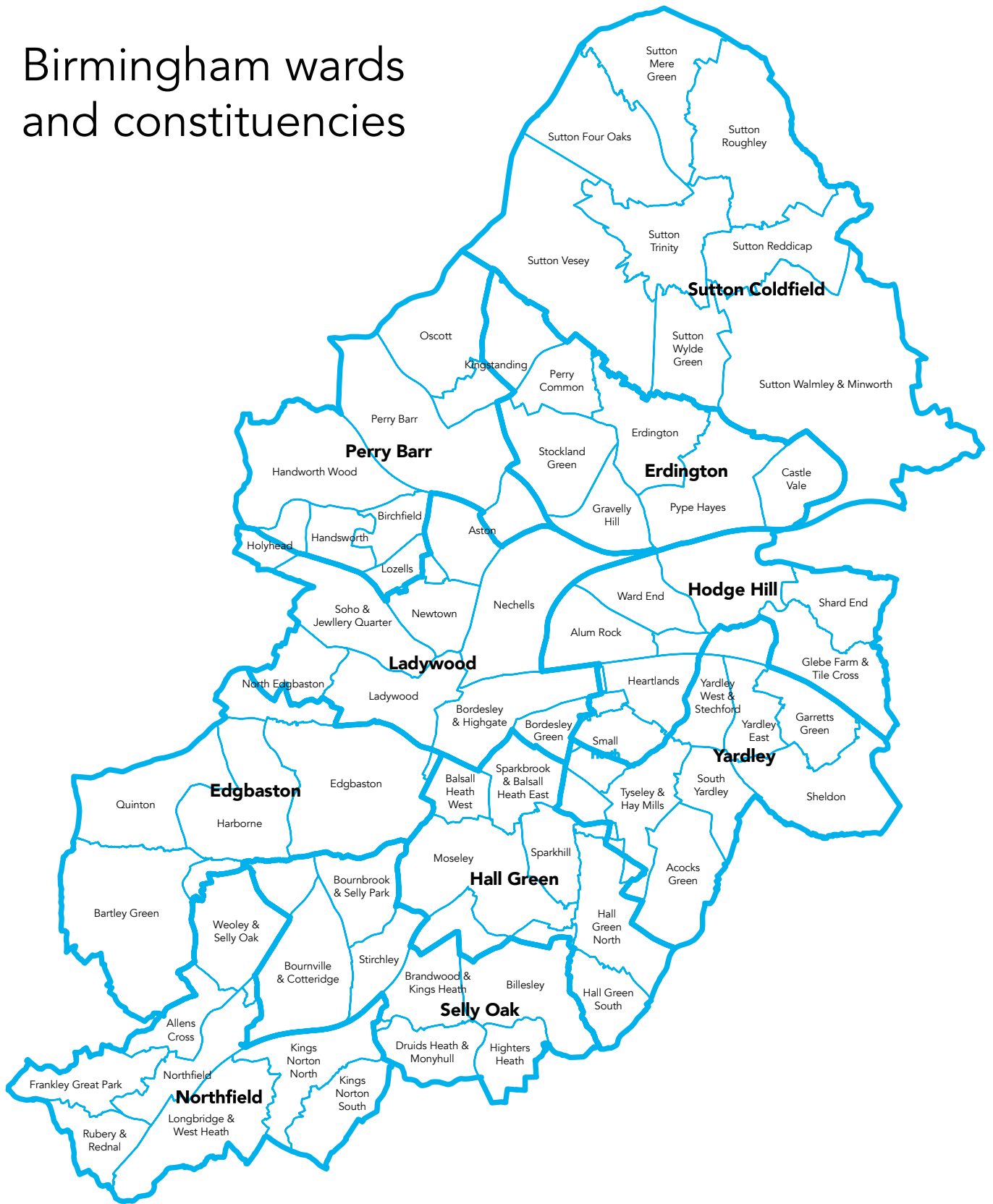
6. What time of the day is best for you?

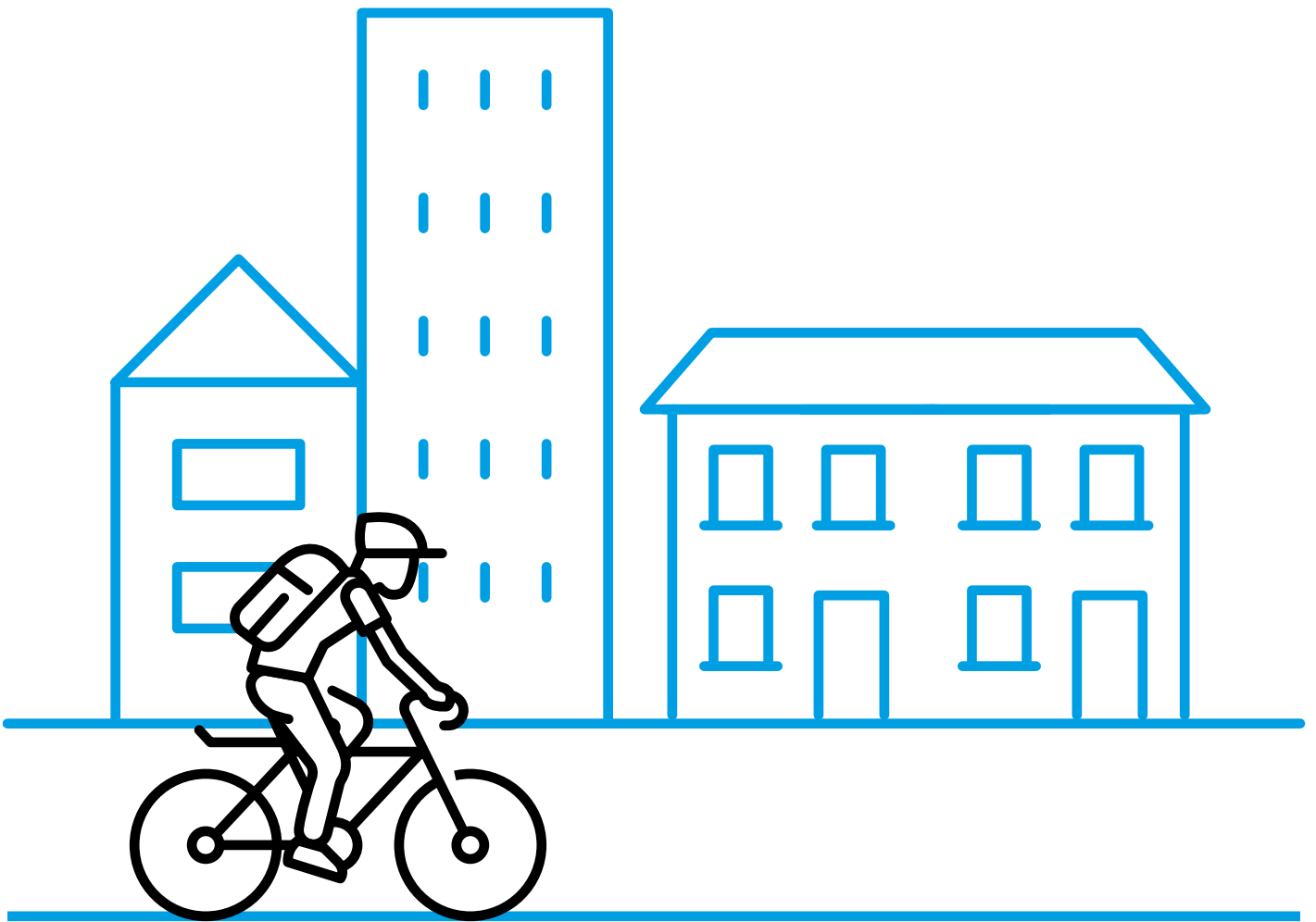
(Please tick all that apply)

- Mornings (9am – 12pm)
- Afternoons (12pm – 4pm)
- Evenings (4pm onwards)

Thank you for your response.
Please tear out this page and return.

Birmingham wards and constituencies





A great city to live in