How tenants and leaseholders can get involved in their neighbourhood
‘How tenants and leaseholders can get involved where they live’

**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. However 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 a 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

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- Informal activities you can do at home
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- 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 visiting [www.birmingham.gov.uk/yourviews](http://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 interested tenants on our consultation register 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**
  You could follow our Facebook page or twitter account to keep up to date on what we are doing in resident involvement and tweet or email us your views. You could work with officers to develop and run local blogs and Facebook pages for your District. We are also giving tenants the opportunity to get involved with the roll out of digital services by helping other tenants get online and access services.
Activities that take up a little more 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 Champions - 2 hours, once a month**
  We have recruited residents from each high and low rise block to act as block champions. Block Champions 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 BCC will do something about what you said.

- **Tenant Inspectors - 2 hours, ad hoc basis**
  We will train tenants to inspect our properties who will work alongside housing staff to identify problems and then report these back to the repairs contractors for remedial action.

- **Community Cashback - time commitment depends on your tenant group**
  The new government initiative Community Cashback scheme paves the way for tenant groups to take over services in their shared spaces, such as gardening, cleaning, and security. They can then re-invest any savings they make into community projects to improve their area.

- **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, every month**
  One person from each HLB is elected to attend the CHLB, along with one person from SHLB, LLB and 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.

- **City Sheltered Housing Liaison Board (City SHLB) - 2 hours once a month**
  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.

- **District Strategic Housing Panel - 2 hours, bi-monthly, quarterly and some only twice a year.**
  District Strategic Housing Panels work to build partnerships with key stakeholders, internal departments and other partners to identify, prioritise and address the Strategic Housing issues within a District. Representatives on the panels include ‘Birmingham City Council (BCC), Registered Social Landlords, elected members, BCC tenants, RSL tenants, private tenants and owner-occupiers’.

- **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 offer CHLB members the opportunity to sit on task and finish groups for welfare reform and procurement of services, such as repairs and maintenance or cleaning.
Resident Involvement Form

Resident 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 Resident Involvement Form 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 form and a Tenant Participation Officer will be in touch to discuss your preferred involvement.

Please complete the form in BLOCK CAPITALS.

To complete and return the form:

- Detach the questionnaire from the booklet
- Complete the questionnaire
- 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 questionnaire to

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 1998. 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:

Performance and Support Services
Governance and Compliance Team
Council House Extension
6 Margaret Street
Birmingham
B3 3BU
Resident Involvement Form

Your Contact Details

Please complete fully in BLOCK CAPITALS

Title (please tick one box only):  
- [ ] Miss  
- [ ] Mr  
- [ ] Mrs  
- [ ] Ms

First name: 

Surname: 

Address including postcode: 

Telephone number:  
Mobile number: 

Email address: 

Get Involved

Tick all that apply

1. How would you like to get involved?

Activities that only take up a little of your time

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

Activities that take up a little more of your time

- Block Champions
- Community Cashback
- 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
- District Strategic Housing Panel
- Leaseholders’ Liaison Board
- Service Improvement Groups
- Task and Finish Groups
- Tenant Management Organisations

2. How would you like us to contact you?

- Email
- Letter
- Text message
- Face-to-face
- Telephone
- Other – specify:

3. What housing issues are you interested in?

- Affordable housing
- Antisocial behaviour
- Allocations / Lettings

4. How much time can you spare to get involved? (please tick one box only)

- Up to 2 hours
- 2-4 hours
- 4-6 hours
- 6 hours or more

5. How often would this be? (please tick one box only)

- Weekly
- Monthly
- Quarterly
- Annually

6. What time of 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, fold in half and return in the supplied freepost envelope.
How to contact us

To find out more about getting involved with us, call your local tenant participation officer:

Erdington: Emma.Batterham@birmingham.gov.uk
Sutton Coldfield: Margaret.Scrivens@birmingham.gov.uk
Perry Barr: Sharon.Gayle@birmingham.gov.uk
Ladywood: Evangeline.Cripps@birmingham.gov.uk
Ladywood: Munasif.Mohammed@birmingham.gov.uk
Edgbaston: Jennifer.A.Carter@birmingham.gov.uk
Yardley: Andy.Sheppard@birmingham.gov.uk
Hodge Hill: Firoza.loonat@birmingham.gov.uk
Northfield: Nadeen.Justice@birmingham.gov.uk
Selly Oak: Sarah.Wong@birmingham.gov.uk
Hall Green: Angela.Mayne@birmingham.gov.uk

You can also visit our web pages at
www.birmingham.gov.uk/getinvolved
or email residentinvolvement@birmingham.gov.uk

You will find our resident involvement form inside this brochure. If you complete and return the survey, we will get in touch with you to discuss your options further.