

HAVE YOUR SAY



HOW TO GET INVOLVED

Customer Engagement

Our Team gives you the opportunity to influence the services that we offer and gives you the chance to make a real difference.

We would like to understand the housing issues that are important to our council tenants and leaseholders in Charnwood.

We aim to offer a range of ways to have your say in how services are delivered and to influence how services might be improved. We will support you in any involvement opportunities and will reimburse any reasonable expenses such as transport.

Our Customer Engagement Team offers a range of funding, events and activities for tenants and leaseholders to get involved in.

Tenant Bids

The Tenant Bid Fund is there to help identify a project that will improve the communities in which tenants and leaseholders live. The bid should benefit the community as a whole and not just individual tenants. Tenants and leaseholders are encouraged to use their imagination and identify new ways to solve old problems and will be involved in the decision making process.



Community Initiative Fund

This fund is to provide financial help towards the cost of arranging an event, activity or initiative in your local community. You can apply for up to £250 towards the cost and are allowed to apply 3 times in any year. The forms are available on the Charnwood Borough Council website or our team can help with your application if needed.

Annual Garden Competition

Since 2010 we have held our annual tenants garden competition. It allows tenants to show their impressive gardening skills, and the effort and dedication that goes into their gardens. There are lots of categories to enter covering a wide range of skills, and a first, second and third prize will be awarded in each. All entrants will receive a reward for their efforts, and everyone will be invited to the awards ceremony.

Great effort, another lovely area to brighten the estate.



Tenant Networking Event

This is an annual event that provides council tenants and leaseholders an opportunity to drop in, have a coffee and a chat with Council Officers and managers from a variety of services about housing options, repairs and services that we provide, as well as other useful service providers and information.

HOW WE ENGAGE WITH YOU

Tenant Training

We provide training to give tenants the confidence, knowledge and skills to have a say and influence housing services. The Customer Engagement Team may also be able to help with courses that would benefit individuals if they have a specific interest or requirement.

Estate Walks

The estate walks provide an opportunity for tenants to meet officers from within the council and other agencies to discuss any issues that they may have in their area.

Communal Cleaning Inspectors

We have introduced a Communal Cleaning Program for residents living in flats who share communal areas. We are looking to recruit inspectors to help us monitor the standard of the cleaning according to our contract specification, and to join people who have already volunteered.



'It's important that we know what people's needs are'



'It gives us the opportunity to find out who's who, what's what and how to get things done.'

GETTING INVOLVED

Charnwood Housing Residents Forum (CHRF)

CHRF members ensure that we work with service providers in Charnwood to strive for excellence in all housing service areas. This is achieved by consulting on topics such as policy and procedure, strategies, decent homes and capital expenditure, tenancy support services, the empty homes policy and value for money. The forum meets monthly and can vary from two to three hours.

Housing Management Advisory Board (HMAB)

The Council established this board to promote tenant and leaseholder engagement in relation to the Council's housing stock. The board is made up of tenants, Councillors and council officers. Meetings take place every two months and last for two hours.

Senior Citizens Forum (SCF)

The SCF brings together representatives from all our sheltered courts across Charnwood. This is to allow sheltered court tenants and council officers to work in partnership and discuss services received by customers and identify areas where they can be improved to achieve an excellent standard. Meetings are quarterly, last for two hours and the courts take it in turns to host the forum. Food and refreshments are provided.



YOUR HOME

Community Reps

A Community Representative is a tenant or leaseholder of Charnwood Borough Council who lives in a village location or area, where there are not enough tenants to form a residents group. You will be consulted about any potential changes to the housing service that may affect your local community.

Leaseholder Forum

This forum is for leaseholders of Charnwood Borough Council to be involved in the monitoring of all council provided services. It identifies what improvements can be made to services in order to increase satisfaction amongst leaseholders. The meetings take place quarterly and also open surgeries are carried out. The meetings usually last around two hours.

Editorial Panel

By contributing to the Editorial Panel, you can have your say as to what content appears in Your Homes Matter, which is a magazine that is posted to all council tenants and leaseholders four times a year and is also available on the Charnwood Borough Council website. You will also be involved in the editing of other housing literature.

YOUR SAY...

E-newsletters

Council tenants and leaseholders can receive email newsletter bulletins through-out the year that will keep them up to date with good news stories, new services for tenants and much more. These bulletins are bite sized versions and updates of the Your Homes Matter magazine.

If you would like to sign up head to charnwood.gov.uk/alerts

Tenant Groups

These are groups of residents who meet to look at issues affecting their housing service and their neighbourhood.



HAVE YOUR SAY



Scan this code for
more Information on
Customer Engagement.

'It is very refreshing to
have my emails answered
and my phone calls
returned, enabling me
to pass onto residents
here that we are being
listened to'

**If you would like any
information, or just a chat
please contact the Customer
Engagement Team on
01509 634679/634955
involvement@charnwood.gov.uk**

'Each time I have contacted
you both I have been
amazed and very grateful
for your patience and
advice'



All information can be
found on the Charnwood
Borough Council website
or if you don't have access
to those resources then our
Customer Engagement
team will be glad to help.



www.charnwood.gov.uk