

# TENANT INVOLVEMENT

We believe tenants should be at the heart  
of everything we do and we would like you  
to be part of this



## HELLO FROM YOUR TENANT INVOLVEMENT TEAM!

We at Winchester City Council believe that our tenants have a key role to play in shaping and monitoring the housing service that you receive. We would like you to be a part of that.

No matter how much time you can give, there are a variety of ways to get involved including:

Empowering you as a tenant by offering you the knowledge and support to get involved, improving the services that you receive through scrutiny and making things happen in your community.

- **Empowering Tenants**
- **Improving Services**
- **Making Things Happen**

Why not join over 100 tenants who are already making a difference?



## EMPOWERING TENANTS

There are so many advantages of getting involved. Here are just a few:

### Tenant Training

As a tenant you can take part in a variety of free training opportunities – these usually take place in the Spring and include topics such as First Aid, Cookery, Budgeting and IT Skills to improve your quality of life and enhance chances to get into employment. We are always on the look out for new training options that would benefit you and would love to hear your suggestions.

As a tenant representative there are additional training courses that you can take part in to enhance your involvement, such as Minute Taking, Chaining Skills and Event Management Skills. You will have access to South Coast Training (our flagship training event), where a variety of housing topics are discussed along with opportunities to attend other relevant events and conferences across the country.

And there's more! Some of our involvement activities include incentives, such as vouchers and social events as a thank you for your time.

As an involved tenant, you will meet tenants from across the district and share experiences. You will often be the first to hear about proposed changes to services and have your say. Look out for our Tenant Conference, Party in the Park and other smaller events where you can keep up to date with hot topics and what is on the move within Winchester Housing.

Residents attend the housing conference



Nepalese dancing at Stanmore's Party in the Park



## IMPROVING SERVICES

There are so many ways that we can help you to improve the service that you receive, here are a few examples...

### Tenants & Council Together

You may have heard of the tenant led group TACT - this is a large tenant group made up of tenants from around the district. All tenants are welcome, so please do come along to a meeting. Further details can be found at [winchester.gov.uk/tact](http://winchester.gov.uk/tact)

The group are active both in the community and within the Council; representatives from TACT attend and comment at Housing Cabinet meetings and endeavour to get out into the community to meet tenants. The meetings are varied and informative and refreshments are provided, so there's no excuse not to pop along and have your say!

- **Representing Tenants**
- **Encouraging Discussion**
- **Encouraging Consultation**
- **Monitoring Standards**
- **Ensuring Voices are Heard**





# TENANT INVOLVEMENT

## Tenant Panel

The Tenant Panel is a tenant led group consisting of elected members. They meet regularly to review how the Council is performing and work closely with TACT. The Tenant Panel can request performance information and often take the lead on scrutiny exercises.

## Scrutiny Exercises

As a tenant you have the opportunity to take part in a scrutiny exercise. These projects usually last 3-6 months, during which you will review an under-performing aspect of the service in detail.

## Mystery Shopping

Mystery shoppers test the customer service and standards offered by the Council; this is done through the normal ways that you would interact with the Council i.e. telephone calls, email, and visits. Mystery shoppers are offered training to help them with the role and are often provided with incentives.

## Focus Groups

These one off meetings are friendly and informal and usually last a couple of hours. These groups have specific topics, the aim is to generate and collate tenants views to improve services. Focus groups were used before the introduction of the Self Service Portal to ensure that it was tenant user friendly.

## Reader's Panel

As a department we produce a lot of publications and we like to run these by tenant representatives to ensure that they are user friendly i.e. they do not contain jargon, errors and are in plain English. This group meet occasionally, but also receive publications via post/ email to review. The Readers Panel also have a say on the production of Tenant Voice!



## MAKING THINGS HAPPEN

### Tenant Community Champions

The Tenant Involvement Team are also available to assist you with any community activities or events that you would like to organise which involve and benefit tenants; in addition to training, we may be able to provide your project with funding and extra resources. To make the most of this, get in contact and tell us all about your event! We can help with Love Where You Live events and National initiatives such as 'The Big Lunch' and 'The Big Tidy Up'.

### Community Project Team

Our Community Project Team is involved in organising fun events in the community. The group is open to all, no matter what training or experience you have! The group is made up of Community Champions and tenant volunteers who assist the Tenant Involvement Team with event management and community projects.





## TENANT INVOLVEMENT

Winchester Party in the Park, organised by Winchester City Council and A2Dominion tenants in partnership with The Carroll Centre

WINCHESTER  
**PARTY**  
*in the*  
**PARK**



## CONTACT US

We want our tenants to feel proud of the service they receive, their home and the community in which they live; we can only do this by working closely with you as a tenant so we would love to hear from you.....

We ensure that no tenant is ever 'out of pocket' by becoming involved - we offer assistance with travel, childcare costs and other expenses.

Interested? Contact us now via freefone 0800 716 987, email [tenantinvolvement@winchester.gov.uk](mailto:tenantinvolvement@winchester.gov.uk) or pop in and say hi! Check out our Tenant involvement section on the Winchester City Council website for more information.

Why not like us on Facebook for regular updates and events!

[www.facebook.com/WinchesterTenants](http://www.facebook.com/WinchesterTenants)



If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information for example:

translation

interpreters

braille

audio tape

large print

sign language

Contact the Customer Service Centre

**01962 840 222**

**[customerservice@winchester.gov.uk](mailto:customerservice@winchester.gov.uk)**

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