

Tenant involvement within Housing Leeds

Voice of Involved Tenants Across Leeds (VITAL)

VITAL is the strategic tenant group which directs and oversees the overall Tenant Involvement Framework. Members of each of the main involvement groups are represented on **VITAL**, helping to ensure that all tenants have a voice and can influence housing services, no matter who they are or where they live. **VITAL** helps us to ensure that new policies are shaped with the involvement of those who are representing tenants with so many different needs. It is the role of this group to check that the many different involvement groups and forums are working well, that tenants are accessing the right training and support, and ultimately that they are making a difference.

● Equal Access Group

The **Equal Access Group** represents tenants and leaseholders with disabilities, long term health conditions, and Carers. Made up of 12 tenants from across Leeds they meet every couple of months. They have opportunities to meet with housing teams and other Council departments to discuss what matters to the people they represent and raise awareness of disability issues.

● High Rise Group

High Rise group represents tenants and leaseholders living in high rise multi-storey blocks. Meeting every couple of months they have opportunities to speak to housing teams to discuss what matters to the people they represent, about their homes, high- rise living and their communities.

● Housing Advisory Panels and Cross City Chairs Group

The **Housing Advisory Panels (HAPs)** are tenant led groups. They review the delivery of local housing services and monitor local performance. There are 11 HAPS across Leeds. Each panel is made up of up to 10 council tenants (one of which can be a council leaseholder), plus 2 local councillors. These are voluntary positions which need a high level of commitment from those taking part. The Chairs and Vice-Chairs of all HAPs regularly meet at their **Cross City Chairs Group (CCCG)** to help develop how HAPs work, and share ideas and case studies of projects that have worked well that could also work in other parts of the city.

● LGB&T* Rainbow Roofs

The **Rainbow Roofs group** represents Lesbian, Gay, Bisexual and Transgender tenants and leaseholders. The group is involved in reviewing and developing policies to ensure that the needs of the Lesbian, Gay, Bisexual and Transgender communities are met. They work hard to stamp out discrimination and raise awareness of LGB&T* living in Leeds.

● Repairs Group

The **Repairs Groups** work with housing teams to ensure quality customer focussed services are delivered, such as repairs and maintenance, adaptations and improvements. There are currently three groups representing the East, West and South areas of Leeds. Each group is made up of up to 10 tenants and they meet every couple of months. They have opportunities to meet with housing teams and repairs contractors to discuss what matters to the people they represent, about their homes, communities and future investment.

● Voice of Older Tenants group (VOLT)

The **Voice Of Older Leeds Tenants group**, known as **VOLT**, represents our older tenants, including those living in our sheltered properties. Every couple of months they meet with housing teams to discuss and raise awareness of the priorities for older tenants. They also look at the support needs of tenants to help them stay in their own homes for as long as they want. They arrange local forums to consult and engage with communities.

● Young Adults getting involved (YAgI)

The Young Adults group, known as **YAgI**, encourages and supports tenants and leaseholders aged 16 to 35 to help shape housing services and improve your neighbourhoods. In addition to our other tenant and leaseholder groups, **YAgI** creates opportunities for young adults to meet with housing teams and discuss what matters about their homes and communities.

● Service Improvement Volunteers

Service improvement volunteers help us to build a partnership with tenants and leaseholders. Volunteering helps you to learn more skills that could lead to other opportunities for you. As a volunteer you can choose to take part in a variety of activities which suit you, in your area or in other areas of Leeds. These include: carrying out mystery shopping of our services, responding to surveys, accompanying housing officers on estate walkabouts, spot checking and commenting on the standard of properties before they are let to new tenants, spot checking how accessible our office buildings and sheltered schemes are, checking the quality of repairs to properties and reading and commenting on new leaflets.

Tenants can also attend meetings before committing to becoming a member of a group. This gives them the opportunity to see what's involved.

INNOVATE

INVOLVE



There is something for everyone, *however big or small* your contribution could be. Whether it be joining a group or giving your views by email, text or social media.

We'd love you to be involved ...

-  www.leeds.gov.uk/tenantinvolvement
-  0113 378 3330
-  housinginvolvement@leeds.gov.uk
-  @HousingLeeds
-  Housing Leeds

