



Scrutiny working group
summary note - Appendix 2

Have your say ○○○

do you want to ○○○

Help to develop housing services?

Ensure value for money for the rent you pay?

Improve your local community for you and future generations?

No matter where you live in Leeds, or how young or old you are, you can have your say and make a difference to housing services and your community.

We're always looking for tenants and leaseholders to give us their views on what is important to them and comment on our services.

Getting involved isn't all about coming to meetings !!! Take a look at our Activities Menu (overleaf) and let us know what you'd like to take part in.

Contact Us:



housinginvolvement@leeds.gov.uk



0113 378 3330

Online information:



www.leeds.gov.uk/HLTE



@HousingLeeds



@Housing Leeds



Leeds
CITY COUNCIL

Housing Leeds Activities Menu

Estate Walkabouts

All residents are invited to join housing officers as they inspect the local area. Dates and meeting points are advertised on Facebook  @Housing Leeds.



Digital Voices

Take part in quick online surveys to give us your views and comments without attending a meeting or focus group. Simply let us know you want to be a Digital Voice and provide your email address.



Service Improvement Volunteers

Choose to take part in a variety of activities such as mystery shopping our services, commenting on new leaflets or attending one off focus groups.

Training

We provide access to a variety of training opportunities to enable tenants, leaseholders and residents to gain a wide range of skills.

Housing Advisory Panels

Known as HAPs, 11 panels across Leeds have budgets to fund environmental improvements and activities that benefit tenants and the local community. They also help monitor the performance of local housing services. Joining a HAP needs a high level of commitment from those taking part and meetings are normally every 2 months.

Tenant and Resident Associations (TARAs) and Area Champions

A TARA is a group of people in the same community who hold regular meetings and share their members' interests to the council and other organisations. If there is no TARA or community group in your area you can become an Area Champion, helping share feedback from local residents to housing teams.

TARA members and Champions can attend the TARA Panel to share experiences and ideas and take part in training. Leeds Tenants Federation supports TARAs and Area Champions. We can let you know if there is a TARA in your area, or how to become a Champion if you wish.

Parent Champions

Parents with a positive experience of using childcare and supporting their child's early learning, act as peer advisers to other parents in their community. They volunteer approximately 5 hours a week, giving information to other parents about childcare and local services for families. Parent Champions are supported by Housing Leeds, children's centres and local community organisations.

Tenant and Leaseholder groups

We have a number of groups that help shape our services. Meeting every 2 months, our current groups are:

Voice of Older Leeds Tenants (VOLT) - older tenants, including those living in our sheltered properties.

High Rise Advisory Group - tenants and leaseholders living in multi-storey flats.

Repairs and Investment Group - helping us to develop high quality repairs services and future investment.

VITAL

This group oversees all our tenant and community engagement activities. Representatives from our Tenant and Leaseholder groups and HAPs join with tenants representing the diversity of Leeds residents. They ensure that all tenants can influence our services, no matter who they are or where they live. Joining VITAL needs a high level of commitment. Meetings are every month and members have papers to read before each meeting.

Tenant Scrutiny Board

Independent to the above, tenants can also join the Tenant Scrutiny Board. This Board aims to improve tenant satisfaction and day-to-day services by learning and investigating how the service works and making recommendations for improvement.