

# Tenant Involvement

We are committed to providing the best possible service to our tenants. To do this, we will listen to what you say about our services, act on your feedback and make changes to the service we offer you. This service standard explains how you can get involved and what you can expect from us.

## How we will support you and encourage you to get involved:

- Hold meetings at times and places that are accessible and convenient for you.
- Pay the costs for meetings.
- Pay reasonable travel expenses.
- Provide administrative support for customers setting up local groups in their area.
- Provide a dedicated email address.
- Provide training for involvement activities.
- Support communities and community events.
- Provide information about our performance.
- Consult you on any changes we plan to make to our policies, procedures, service charges or services.
- Monitor our service standards yearly through the Tenant Satisfaction Survey sent out.

## How you can get involved:

- Giving us your feedback, by telephone, letter, email and social media.
- Complete surveys by post and/or online.
- Joining ad hoc focus groups.
- Joining a tenant's group.
- Becoming an Area Representative and feeding back on services on your estate.
- Joining our Tenants Panel.
- Giving us feedback on the Tending Reports Newsletter.

## OUR SERVICE STANDARD

# Tenant Involvement

## How we use your information:

- You can register on our **Customer Involvement Register** and you can choose the way you want to be involved.
- You can choose the topics you would like to be involved in and those you would not.
- We will use the information you have given us to consult and involve you in future opportunities.
- We will contact you when there's an opportunity for involvement that matches your preferences.
- You can choose whether to take part or not at any time.
- All the information that you give will be kept completely confidential. It will only be used for the purposes of contacting you about opportunities for involvement.
- We will provide you with a named Officer for your area who will be able to help you with any enquiry relating to you as a tenant of Tendring District Council.

## Our Aims for Involvement:

- Support all of our Tenants.
- Create a sense of Community Spirit.
- Help make a difference in your area.
- Be a helpful contact for you for any enquiries relating to your home.
- To support you in finding the correct information that you require.
- Help you make a difference and be involved within your estate and community.
- Develop our services based on customer feedback.
- Report and promote our services in various ways that are accessible to everyone.

If you would like to get in contact with our Involvement Team, you can do so by the following:

**Telephone: 01255 686690**

**Email: [tenant.involvement@tendringdc.gov.uk](mailto:tenant.involvement@tendringdc.gov.uk)**

**Offices: 88-90 Pier Avenue, Clacton On Sea, CO15 1TN**