




# Call for tenants to Get Involved!




I do not have much time but would like to be consulted on anything that affects me.




I would like to meet new people, learn how the council works and gain some valuable skills and experience.





I want to meet with other tenants to discuss local issues.




What can I do about anti-social behaviour in my area?




The Tenant Consultative Group sounds interesting.



I can complete surveys or questionnaires at home.



I would like to look at the key themes from neighbourhoods complaints.



I want to find out more about the repairs service.

I could join Tenants Voice and really make sure all communication to tenants is easy to understand.

To find out more about the many different ways to get involved or about tenant involvement in general, visit [www.tamworth.gov.uk/tenant-involvement](http://www.tamworth.gov.uk/tenant-involvement)

Every Tenant Matters

Tamworth  
Borough Council

# Ways to get Involved!



There is a variety of ways for you to work with us to improve your Neighbourhood Services. The options are designed to suit varied needs and lifestyles – whether you can spare only 10 minutes a month or attend regular meetings – there is something here for everyone.

## 1 Tenant Consultative Group

These meetings take place every two months and give tenants and leaseholders from across the borough the chance to discuss and agree decisions on a range of issues that affect all tenants including policy, practices and finance matters.

## 6 Seniors United

This is a forum for sheltered housing tenants to get together, share ideas and experiences and discuss issues relevant to their needs.

## 2 Tenant Involvement Group

This group meets every three months and closely monitors customer feedback and performance across Neighbourhood Services and makes suggestions for service improvements.

## 7 Tenant Inspectors

Tenant Inspectors are provided with the opportunity to inspect communal cleaning services being delivered across Tamworth estates and can call managers to account if services do not meet the required standards.

## 3 Complaints Review Panel

This panel meets every three months with Neighbourhood Officers and looks at the different kinds of complaints that are being received and what customers are really telling us.

## 8 Surveys & Questionnaires

Tenants are either randomly selected or targeted to offer their views and opinions on key services, by either telephone, post or email.

## 4 Anti-Social Behaviour Scrutiny Group

Customers from a different range of tenures meet to monitor performance, discuss issues of concern and contribute to service delivery.

## 9 Repairs Working Group & High Rise Tenants Group

**LAUNCHING SOON** – Keep a watch out for further information.

## 5 Tenants Voice

This is an Editorial Panel who meet regularly to review Neighbourhood Services publications, newsletters and leaflets to ensure the content and design is clear, user friendly and meaningful.

By getting involved, you can tell us what matters most to you so we can better tackle your concerns and develop services to meet your needs.

If you are interested in taking part in any of the wide range of activities, panels and groups managed by the council's tenant involvement team, visit: [www.tamworth.gov.uk/tenant-involvement](http://www.tamworth.gov.uk/tenant-involvement), email: [TenantParticipation@tamworth.gov.uk](mailto:TenantParticipation@tamworth.gov.uk) or call 01827 709709 for more information.