

Involvement opportunities for Residents

Tenant Management Team - The Tenant Management Team is a group of 10 tenants & leaseholders who collect information from different sources to check the quality of services provided by New Charter Housing Trust. They take their findings to the Boards and the Group Management Team and propose changes to services.

Time commitment – Approximately, from 2 to 5 days per month. Includes monthly meetings at Ashton Head Office as well as time collating reports and sourcing the information required.

Tenant and Resident Associations – Formal groups who meet locally to discuss estate issues.

Time commitment – Groups meet approximately every 6 weeks. Some key players, such as Chair, Secretary and Treasurer take on additional roles to maintain the group. Groups work with Neighbourhood staff at New Charter and external agencies.

Forum Groups – informal groups who meet to discuss estate issues. Meetings are arranged and Chaired by the Tenant Participation Team.

Time commitment – Groups meet approximately four times annually.

Customer Review Groups – meetings held at Ashton Head Office to discuss service areas of Repairs & Investment, Revenues, Relets and Neighbourhood. Questions taken from attendees to Heads of Service.

Time commitment – group meets every 8 weeks.

Resident Inspectors – individuals who research service areas of the organisation via a variety of market research methods. Can include interviews with staff and residents, telephone surveys, focus groups & email correspondence. Inspectors complete findings in a report style at the end of each inspection & pass to the General Management Team at New Charter Housing Trust.

Time commitment – Approximately four inspection projects are completed annually, usually over a fortnightly period. All inspectors are trained by the Tenant Participation Team on a one day course before they can undertake a project. Once a registered inspector individuals can choose which projects to be involved in.

Mystery Shopping – individuals who test the quality of services provided by New Charter by either telephone call, email or visit to the organisation. Following a 'shop' the individual will complete a questionnaire on their findings and share with the Organisational Development Team.

Time commitment – individuals can undertake up to four mystery shops per annum. These can be completed entirely in the comfort of their own home over the telephone. All mystery shoppers are trained by the Tenant Participation Team on a one day course prior to completing a shop.

Focus Groups – One off market research type groups to test and improve services.

Time commitment – ad hoc as and when required.

Resident Panels:

Editorial – group meet to discuss the content & style of the New Charter quarterly tenants' newsletter and the customer annual review with the Head of Service.

Time commitment – Approximately 5 meetings per year at Ashton Head Office.

Website – group meet to discuss the content & layout of the New Charter website with a representative from the Tenant Participation Team and the Web development Manager

Time commitment – meet approx 4 times annually at Ashton Head Office.

Customer and Access – group meet to discuss customer service within the organisation.

Time commitment – group meet approximately 4 times annually at the Ashton Head Office.

Environmental – group meet to discuss environmental issues affecting neighbourhoods. Includes occasional visits to neighbourhoods.

Time commitment – group meet approximately every 8 weeks at the Ashton Head Office.

Shared interest forums:

We are currently in the process of setting up a young person's forum and a supported housing forum. If you are interested in being involved in these groups please contact the Tenant Participation Team.

Disability – forum group who meet to discuss issues affecting this group in their tenancies.

Time commitment – meet 8 weekly at Ashton Head Office.

Young person's forum – forum group who meet to discuss issues affecting this group in their tenancies.

Time commitment – meet 8 weekly

Sheltered forum – forum group who meet to discuss the issues affecting this group.

Time commitment – group meet quarterly, rotating venues between sheltered housing schemes. Transport is arranged for meetings.

Leaseholder forum – forum group who meet to discuss the issues affecting them.

Time commitment – group meets twice annually at Ashton Head Office.

Neighbourhood town forums – all Tenant and Resident groups and forums from each town meet twice annually to discuss issues specific to their town. As well as Neighbourhood staff from New Charter, external agencies, such as the Police and Local Authority representatives will be invited to attend, give presentations and answer residents' queries.

Time commitment – groups meet twice annually at a local town venue.

Customer Sounding Board – database of residents who have expressed an interest in being involved at New Charter.

Time commitment – being on the sounding board requires no time commitment; it simple means you will be sent information from the Tenant Participation Team regarding forthcoming events.