

HOW TENANTS AND LEASEHOLDERS CAN GET INVOLVED IN THEIR NEIGHBOURHOOD





WHY GET INVOLVED?

Birmingham City Council is committed to making sure that our tenants and leaseholders are happy with the service they receive. To help us to achieve this, we want to give you as many opportunities as possible to share your views on our housing service. Your participation in these activities is important in helping us to identify problems, change and improve the services that we provide.

HOW YOU CAN GET INVOLVED?

There are lots of ways that you can get involved. Some of these activities only take up a little of your time and many of these take place inside your home. Other activities take longer or happen more frequently and involve meetings and events. Getting involved at this level gives you an even greater say in the changes we make to our services and offers a chance to meet new people. No matter what level of commitment you can give, there is an opportunity for everyone to have your say and make a difference to our housing services.



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1. ACTIVITIES THAT ONLY TAKE UP A LITTLE OF YOUR TIME

Your Views – Less than 10 minutes

Your feedback is important to us. It can help us to understand what we do well and how we can do better. You can make a comment, compliment or complaint by going to

www.birmingham.gov.uk/yourviews

Surveys – Less than 30 minutes per survey

We will survey a randomly selected group of tenants by email, post or over the telephone to ask them what they think about different aspects of our housing service. The findings will then be used to inform service improvements.

Focus Groups – 2 hours per focus group

These are small groups of tenants who meet, face to face or virtually, to have an informal discussion about a particular service. An officer will identify the issues we would like your views on, oversee discussion and record your comments. We will keep those who attend updated on the progress of recommendations.

Events – 2 hours up to one day

You could go along to an event to find out what is happening at a national, regional or local level with regards to changes in tenant participation or housing policy e.g. anti social behaviour. You will then be able to share your views and experiences with other tenants.

Consultation – up to 20 minutes

We welcome the views of interested tenants and will contact them by email, text, telephone, post or face to face asking for their opinions about specific service issues, giving them the opportunity to identify areas for improvement and future priorities to reflect local circumstances.

Keeping You Informed - less than 30 minutes

We will share information with you, so that you know what is happening, and encourage you to provide feedback. We will keep tenants updated on how this information will be used to inform service improvements.

Social media - time commitment depends on you

We will use BCC twitter accounts to promote local engagement activities that are taking place across the city, giving tenants the opportunity to come along and get involved !'



2. ACTIVITIES THAT TAKE UP A LITTLE MORE OF YOUR TIME

These are more formal ways that you can get involved in shaping and developing services, but these do require more of your time and may involve attending meetings or events.

Block Inspectors – 2 hours, once a month

We are recruiting tenants from each high- and low-rise block to act as Block Inspectors. Block Inspectors listen to and voice the views of other residents. They work with officers to audit the block on a monthly basis to make sure they are clean and tidy as well as identifying problems or communal repairs.

Estate Walkabouts – 2 hours, once a month

Estate walkabouts involve a group of tenants and officers taking a short walk around an estate and looking for things that may need improving. Estate walkabouts are your opportunity to have your say about what's good and what's bad about where you live, with the knowledge that we will do something about what you said.

Residents' Associations – 2 hours every month or every other month

You would join other local residents to tackle issues that most concern you about your neighbourhood. If your resident association adopts the council's constitution and code of conduct, your association could get grants to help with set-up and running costs.

Local Housing Involvement Boards (LHIBs) – 2 hours, bimonthly

We have 10 LHIBs across the city, and each one covers a constituency. These groups are made up of tenants and leaseholders who represent the ward where they live. LHIBs work in partnership with the housing team to co-regulate and improve the performance of local housing services. LHIBs also receive a small budget to support area improvements or projects. LHIBs follow a set of rules so that their work is carried out in a fair and clear way. By joining a LHIB you will be able to shape housing services and work with us to enhance the local neighbourhood.

3. ACTIVITIES THAT TAKE UP MORE OF YOUR TIME

These are formal groups that operate at a citywide level and require a greater time commitment. However, these groups offer you the opportunity to get involved in citywide strategy and policy issues.

Tenant Management Organisations (TMOs) – this depends on your TMO

A Tenant Management Organisation is set up by residents to manage the homes in a specific area on behalf of the council. As a member of a TMO you will have a big say in the way your housing service is run and you will still be a tenant of the council.

co-design improvements. CHIB members will take part in open and honest discussions on matters relating to the housing service, as well as influence changes in policy or service delivery arrangements. The CHIB is a vital link between the housing service and 'voice' of our tenants and leaseholders

City Housing Involvement Board (CHIB) – 2 hours, bimonthly

One person from each LHIB is elected to attend the CHIB. We also invite one representative from the groups described on this page. The CHIB is the city-wide group where tenants and leaseholders can scrutinise performance. Members work in partnership with senior managers to

Leaseholders' Involvement Board (LIB) – 2 hours – every quarter

The Leaseholders' Involvement Board is made up of representatives from each constituency. You will look at issues that affect leaseholders such as major repair programmes or the development of neighbourhoods.



Sheltered Housing Involvement Board (SHIB) – 2 hours, every quarter

One person from each constituency is elected to attend this group. As part of this group, you will help to improve sheltered housing for tenants across the city.

High Rise Living Group - 2 hours – every quarter

The High-Rise Living Group has been set up to enhance the safety, wellbeing, and engagement of Birmingham City council tenants and leaseholders living in high rise blocks. Members will be consulted and updated on changes to policy and procedures.

Tenant Scrutiny Group (TSG) – 2 hours – every quarter

The Tenant Scrutiny Group will give service users greater influence over the co-regulation process and the ability to hold City Housing and partners to account. The group will provide independent customer focused scrutiny which will challenge policy and practice to achieve better performance and improved outcomes for tenants and leaseholders



4. TENANT ENGAGEMENT SURVEY

Tenant Engagement is at the heart of everything we do. We strongly believe that our tenants and leaseholders should have a real opportunity to influence, shape and help us improve the quality of the services they receive by effectively challenging and holding us to account.

In this brochure we have developed a range of opportunities for you to get involved. There are options to suit everyone, from responding to online surveys; to being part of a formal group.

We are committed to listening and acting on your concerns to make sure the 'tenant voice' is influencing choices which affect the services, homes and communities in which you live; but to do this we need YOU to get involved.

If you would like to be involved in influencing our policies, shaping our services and checking how well we are performing, please click on the link below to complete our Tenant Engagement Survey.

[Click here - Tenant Engagement Survey](#)

Alternatively if you would like more information on ways to get involved or would like to contact your Tenant Participation Officer, please email us at **ResidentInvolvement@birmingham.gov.uk**

We look forward to hearing from you and working with you in the future.



