Care to make a difference?
Do you want better services for tenants?
Have you got some time to spare?
Do you want to help?

If you have answered yes to any of the questions we would like to hear from you. There are lots of different opportunities to join in whether you have a little time or lots of time; if you want to stay at home or get out and meet others.
Tenants are vital in shaping the housing service

Tenants who get involved with the service now have a far greater input in to the management of NK housing than ever before. We want to work with tenants to improve and develop the service to meet the needs of all tenants with the resources available to us.

- You are the customer
- You know what service you get
- You know what it’s like to live in your home and community 24/7
- You are best placed to help the Council make housing services meet the needs of tenants
A little time to spare at home?

We are trying to develop a better service so filling in a survey helps us to do that.

Could we contact you occasionally by email to ask for your opinion or give you information as part of our Armchair panel.

- Do you need to contact us about anything?
- Do you have any suggestions, complaints, new ideas, or compliments?
- What if you don’t agree with a decision that has been made?
- Do you just need to ask a question about something?
- What if something is bothering you and don’t know what to do about it?

You can

- Talk to us by telephone on: 01529 414155
- Tell us on an email: tenant_participation@n-kesteven.gov.uk
- Look on the website at www.n-kesteven.gov.uk/residents/housing/ to see if you can find what it is you need to know.

Do you like using the internet? If you do we need people to help us check that the Housing website works well. You can contact Tenant Participation Team.

A little time to spare away from home?

(We can provide transport if you need it or pay your travel expenses)

Coffee Mornings

What about coming along to a coffee (or tea) morning and having a chat? Bring a friend with you if you like. These are occasional meetings where a small group of tenants meet in an easy going and friendly manner with no commitment to anything else.

Commitment and time

There is a small group of tenants who work together with officers and Councillors to make the housing service better for all tenants. We are always looking to improve the opportunities for them so that their involvement is interesting, informative and meaningful.

What is a Tenant Representative?

A Tenant Representative is a tenant of NK who has an interest in how the housing service is developed and delivered, and has volunteered to help the Council to focus on improving the service.
What do they do?

There are regular activities for Tenant Representatives to get involved in including working groups, appeals panel, formal meetings, and as advocates, which means working with officers on specific things like contracts.

Tenant Representatives

● Learn all about social housing and NKDC as a landlord
● Meet people and make new friends
● Add experience, self development and training maybe for a CV
● Take part in NKDC training and external training from other organisations
● Influence NK housing policy, procedures and standards to make sure tenants get the best service possible
● See firsthand housing functions in action – for example improvement works or repairs work and site visits to new build homes
● Work with officers to challenge, find solutions to improve the service
● Scrutinise the service to make sure it is delivered to the standards agreed with tenants for all tenants across the District.
Here are some of the things Tenant Representatives have been involved in recently

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What difference do Tenant Representatives make?

We value your opinion and promise to listen to your views - they are important to us but sometimes we have to explain why we cannot do something too. However Tenant Representatives do make a difference in some of the following ways;

- Change the priority for repairs on the new repairs contracts.
- Recommend changes to the standard of empty property ready to re-let.
- To discuss and agree on the design of new properties to ensure practical living spaces.
Training and support

There is training available for tenants too and therefore opportunity to boost your CV. Training can take a variety of forms if you want to do it.

- Internal training given by officers to let tenants know how the service is run and what landlords can and cannot do in the course of managing the housing stock. This type of training is often alongside officers and Councillors.

- Online training delivered by external organisations such as chairperson skills. This is often accredited training useful to put on a CV.

- Training by external organisations is usually to give an overview of things such team building and meeting skills or housing law.

- Attending the East Midlands Tenant Participation Forum where you get a choice of seminars to attend to get national view of housing and how to make the most from tenant participation. This is also an excellent opportunity to get to know tenants from other landlords.
Why should I take part?

Tenant reps were asked why they take part and here are some of their responses:

“Ultimately to improve the quality of life for the tenants of NKDC. So tenants can feel secure and reassured”.
-Paul

“To influence decisions and help to shape policies which would affect tenants in a beneficial way”.
-Viv

“I want to help make a difference. [in the way officers & tenants see us]. Tenant reps, are answering a need for information for both sides”.
-Moira

“Housing Officer made me believe that tenants had a voice and could perhaps influence what happened in the future. Because I felt that ‘the council’ thought of their tenants as numbers and I wanted them to see us as individuals and formulate their policies with that in mind. I believe that because we are so different; our needs must be as diverse! Going on past reputation, I – wrongly – thought that they were all faceless bureaucrats”!
-Louise
The Tenant Participation Officer, Jo Mason and a Tenant Representative from your area will make an appointment to come and chat to you about the role and answer any questions you have. The Tenant Representative will become your mentor if you decide to join the team to show you the ropes and help you settle in.

We will arrange for you to come along to a meeting so that you can see what happens before you make a decision to join the team.
Calling all younger tenants

We are always looking at ways of encouraging younger tenants or young people who live in council housing to get involved. We welcome your ideas and would be happy to discuss them with you and/or a group of neighbours or friends. For example we could consider the following;

- Online forum
- Youth representatives
- Social groups
- Facebook page
- Junior wardens on estates
- At Home magazine – producing young person’s pages, competitions etc.
- Training and skills – what would you want learn; develop skills to put on your CV.
What we would expect from you

We expect all our Tenant Representatives to abide by their Tenancy Agreement and to sign a code of conduct.

For more information please contact the

Tenant Participation Team.
North Kesteven District Council,
Housing Services, Kesteven Street,
Sleaford, Lincs. NG34 7EF

Telephone: 01529 414155
or 01522 699699