

ACTIVITIES THAT ONLY TAKE UP A LITTLE 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 residents 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.

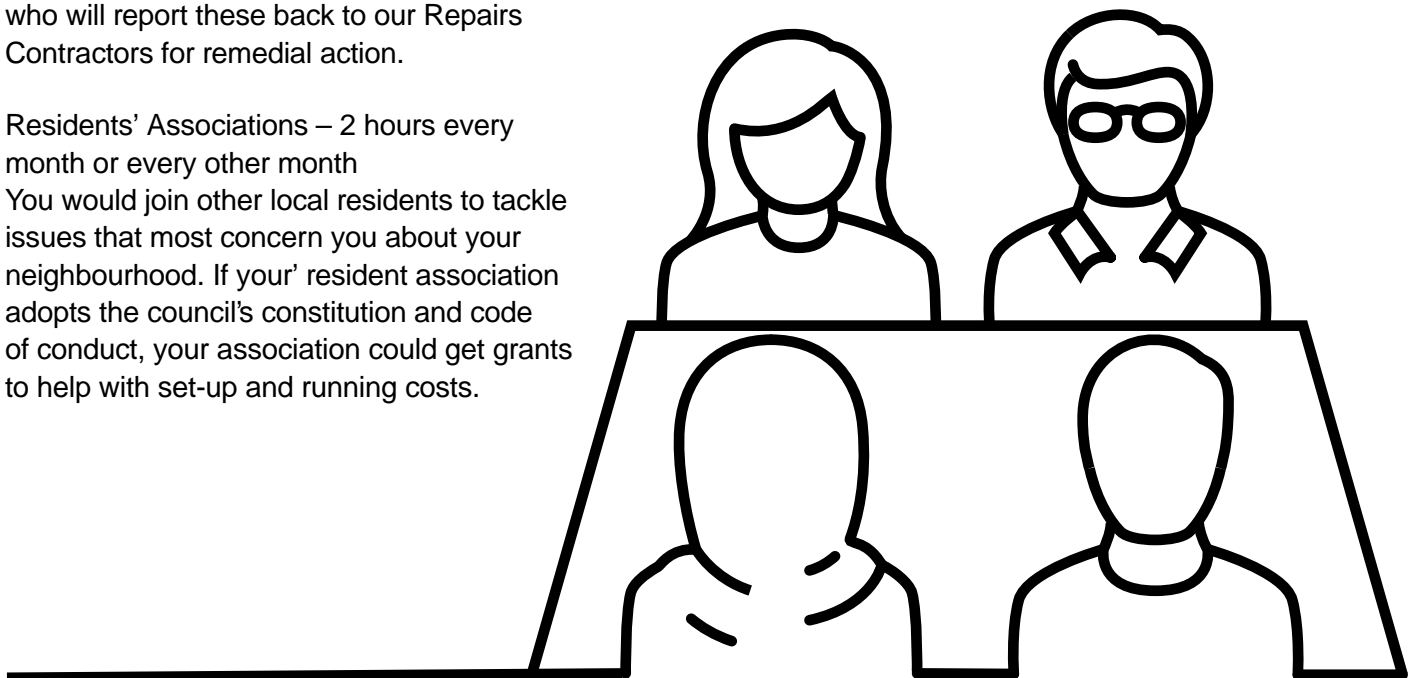
Estate Walkabouts – 2 hours, once a month
Estate walkabouts involve a group of tenants and officers taking a short walk around an estate and looking for things that may need improving. Estate walkabouts are your opportunity to have your say about what's good and what's bad about where you live, with the knowledge that we will do something about what you said.

Tenant Inspectors – 2 hours, ad hoc basis
We will train tenants to inspect our pre and post void properties. They will work with our Contract Works Officers to identify problems who will report these back to our Repairs Contractors for remedial action.

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.

Housing Liaison Boards (HLBs) – 2 hours, once a month
HLBs are groups of tenants, leaseholders, local residents, councillors and housing staff. They follow a set of rules so that their work is carried out in a fair and clear way. By joining your local tenant group you will have a chance to co-regulate housing services. HLBs also receive a small budget to support area improvements or local projects.

District Sheltered Housing Liaison Board (District SHLBs) – 2 hours, every 6 weeks
You will meet other tenants, aged 50 and over, who live in sheltered housing and extra care housing schemes across Birmingham. By joining one of the district SHLBs in the city, you will have a chance to focus on issues that are specific to sheltered housing.



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.

City Housing Liaison Board (CHLB) –
2 hours, 10 times a year
One person from each HLB is elected to attend the CHLB. We also invite one representative from SHLB, LLB and collectively from the TMOs. You will take part in open and honest discussions on matters relating to the housing service. You will also take part in consultation on significant changes in policy or service delivery arrangements. The CHLB is a vital link between the housing service and tenants and leaseholders.

Leaseholders' Liaison Board (LLB) –
2 hours – every quarter
The Leaseholders' Liaison Board is made up of elected representatives from each District. You will look at issues that affect leaseholders such as major repair programmes and the development of neighbourhoods.

City Sheltered Housing Liaison Board (City SHLB) – 2 hours, bi-monthly
One person from each District SHLB is elected to attend this group. As part of this group, you will help to improve sheltered housing for tenants across the city.

Service Improvement Groups –
2 hours, 10 times a year
These groups offer you the opportunity to monitor and improve services. The groups will also be consulted on changes in policies or procedures. You need to be elected by CHLB to become a member.

Task and Finish Groups –
2 hours, as and when required
We also offer tenant volunteers the opportunity to sit on Task and Finish Groups. These are time limited working groups set up with the aim of delivering a specified objective, once this objective has been achieved the group is disbanded. We have previously had Task and Finish Groups on the procurement of services, such as repairs and maintenance and cleaning.

TENANT INVOLVEMENT SURVEY

Tenant involvement is really making a difference in Birmingham and helping to improve the services we provide to tenants - but we need your help to improve it further.

If you would like to be involved in influencing our policies, shaping our services and checking how well we are performing, please fill in the Tenant Involvement Survey overleaf.

Whether you have 10 minutes to spare or want a regular active role on one of our groups, there is something to suit everyone. This is your chance to tell us more about how you would like to get involved – so please complete the survey and a Tenant Participation Officer we will be in touch to discuss your preferred involvement!

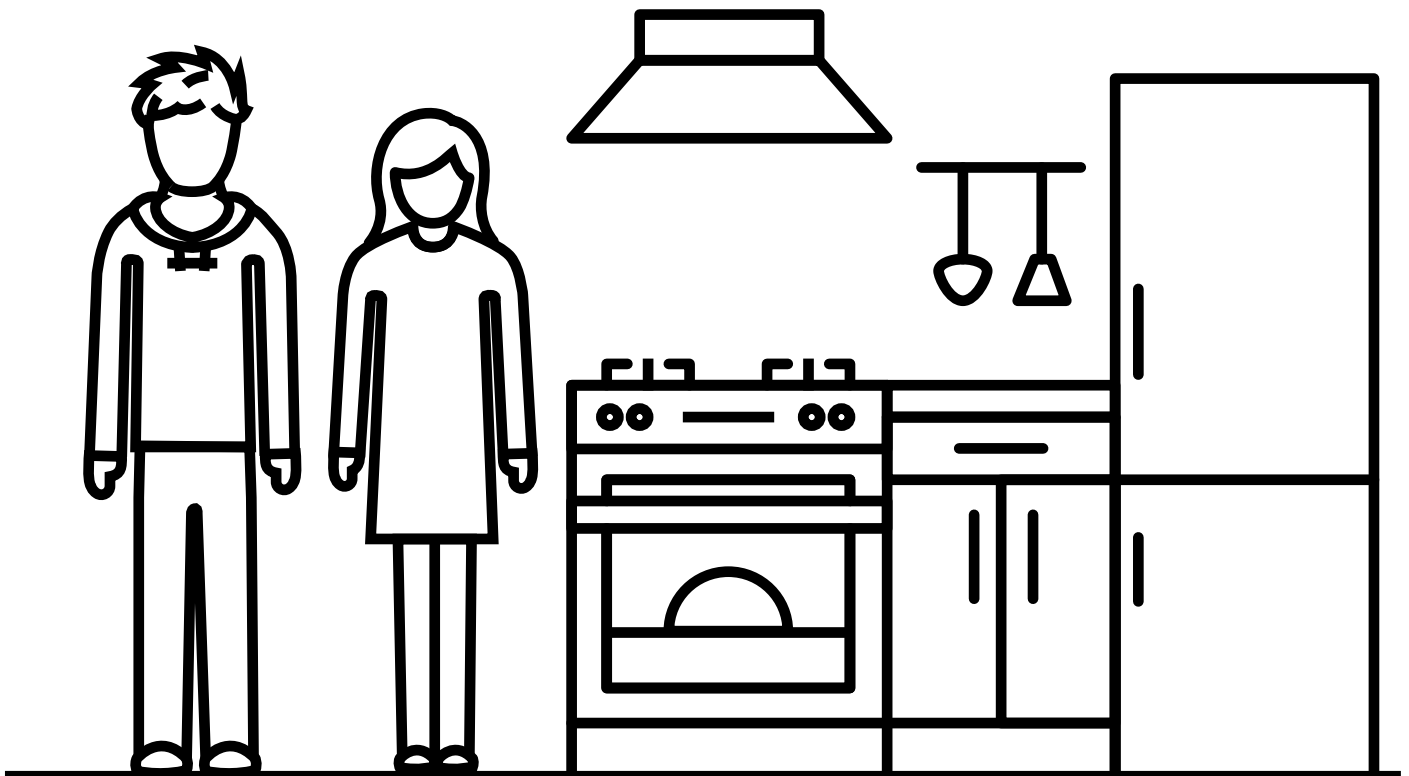
Please complete the survey in
BLOCK CAPITALS

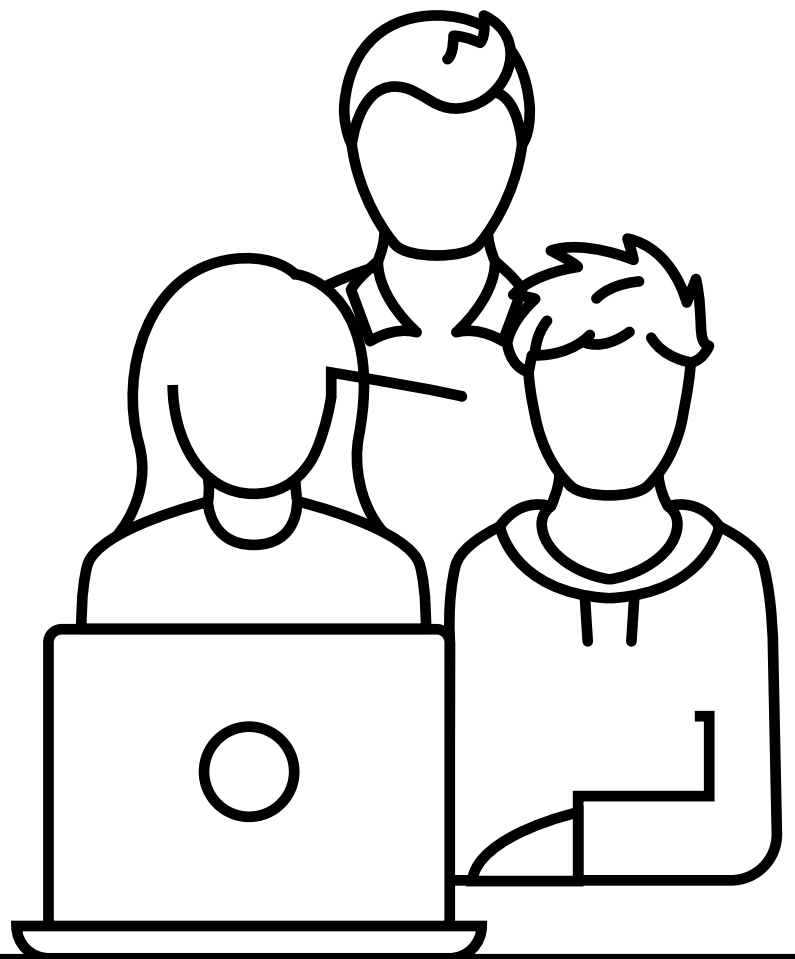
To complete and return the survey:

- Detach the survey from the booklet
- Complete the survey
- Fold the page in half and return in the Freepost envelope included in this document. If you do not have a Freepost envelope please use a stamp and return the survey to:

Freepost RTBZ-HUSJ-CGUR
Resident Involvement
Birmingham City Council
PO Box 16614
Birmingham
B2 2GU

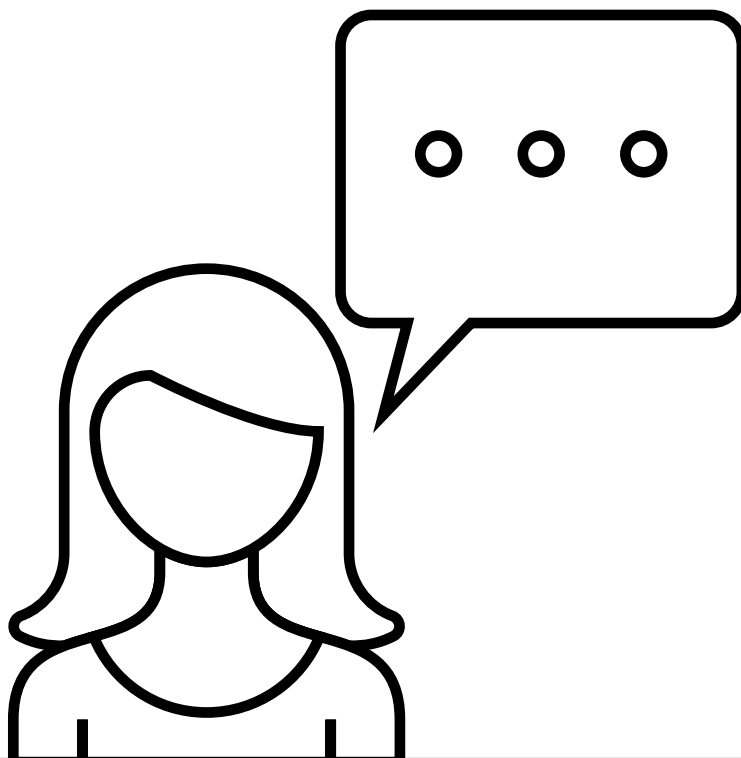
We look forward to hearing from you and working with you in the future.





1. How would you like to get involved?
Activities that only take up a
little of your time (Tick all that apply)

Consultation



3. What housing issues are you interested in? (Tick all that apply)

- Affordable housing
- Antisocial behaviour
- Allocations / Lettings
- Choice based lettings
- Community cohesion
- Community safety
- Council Tax
- Decent Homes
- Development/regeneration
- Diversity
- Environmental issues
- Estate management
- Health and safety
- Local neighbourhood
- Performance monitoring
- Rents
- Repairs
- Shaping services
- Sheltered housing
- Tenancy conditions
- Value for money
- Welfare reform
- Other – please specify:

4. How much time can you spare to get involved?
(Please tick one box only)

- Up to two hours
- Two – four hours
- Four – six hours
- Six hours or more

5. How often would this be?
(Please tick one box only)

- Weekly
- Monthly
- Quarterly
- Annually

6. What time of the day is best for you?
(Please tick all that apply)

- Mornings (9am – 12pm)
- Afternoons (12pm – 4pm)
- Evenings (4pm onwards)

Thank you for your response.
Please tear out this page and return.

