



OUR 4 REGIONAL AREAS



We want you to get involved

If you would like to consider becoming involved with the Choice Tenant Engagement Programme please call the Tenant Involvement Team on **0300 111 2211**. Staff will answer your queries and can issue you with a Menu of Involvement which outlines our options for you to get involved.

We want to hear from you

If you require this information in another language, large print or in a different format, please contact Choice on **0300 111 2211**.



Your choice
Your Voice



Tenant Involvement
at Choice

TENANT INVOLVEMENT AT CHOICE

Involving our tenants is at the heart of our on-going aim to improve services and promote sustainability in social housing. Choice recognises the importance of working in partnership with tenants.

Tenant Involvement Strategy

We have produced a Tenant Involvement Strategy that has been drawn up in consultation with tenants, Tenants' Forum members and staff.

The Strategy is available on our website and has the following aims:

- The main aim of this Strategy is: *to place tenants at the heart of everything we do and to develop and promote positive engagement with our customers in the design and delivery of our services;*
- Reinforcing our commitment to Tenant Involvement;
- Continually engaging and consulting with our tenants in many aspects of the business;
- Raising awareness of Tenant Involvement and increase Tenants' Forum membership;
- Ensuring information and services are accessible to tenants;
- Ensuring tenants feel supported and sufficiently trained to engage with the Association on whatever level best suits their lifestyle;
- Providing Tenant Involvement training to both tenants and staff which will help to develop partnership working with our staff on the front line;
- Continually reviewing this Strategy to ensure it continues to meet the needs of our tenants.

What's in it for me?

You can:

1. Influence the services you receive from Choice;
2. Meet new people;
3. Gain a better understanding of Choice and the services we provide;
4. Develop new skills;
5. Make a difference to your neighbourhood.



Ways to have your say - your opinion matters

We will use different ways to consult you and make it possible for you to participate.

We will continually promote our Menu of Involvement and invite you to join one of the Regional Tenants' Forum groups who meet every 8 weeks.

We will consult with our tenants on areas of policy that affect you.

We will continue to provide quarterly newsletters and involve you in these publications and you can join our Editorial Team.

We will invite you to respond to surveys or questionnaires on specific issues that affect our tenants.

Staff will attend tenants' meetings and attend interagency meetings with statutory bodies to discuss specific issues to your area.

Join our IT Focus Group. Review the Choice website and provide feedback.

