

TENANT ENGAGEMENT & GOVERNANCE STRUCTURE

Level of Engagement

Collaboration
(Joint decision-making; high level service scrutiny)

Housing Liaison Board (HLB)
(Central coordination of tenant activity; strategy/policy development, performance/service monitoring, Community Grant Fund; monitoring of Challenge & Change Reviews)
(Staff, Councillors and Tenants)

Housing Stock Management Group
(Staff and Councillors)

Customer Services Scrutiny Committee
(Councillors)

Challenge and Change Group
(Tenant Scrutiny)

Involvement
(face to face)

RANT
(Repairs Action Network Team)

Locality Group

Communal Site Inspections/ Tenant Inspectors
(In development)

Consultation
(Feedback passed to HLB, RANT, Challenge & Change)

Challenge Days

Independent Living Scheme Forums

"Check it, Change it" Champions
(Virtual-active tenants approached)

Tenant Database or Community Rep
(online/ at home engagement)

Estate Walkabouts
(In development)

Informed
(at home/ face to face)

Bolsover Homes Newsletter

Council Website

Joint Tenant Networking Events

Tea with Tenants/ Housing Surgeries

Tenant Portal
(In development)

