



Working Together



Better Homes • Stronger Communities

The Resident Involvement Team is here to offer help, advice and support to any tenant who wants to be involved in working in partnership with North Lincolnshire Homes, to influence improvements to its services. We will also offer ongoing support when a group of residents wishes to set up a residents group.

The support on offer at the early stages includes:

- Finding a venue for meetings.
- Administrative support for agendas, minutes of meetings and newsletters.
- Providing the group with useful contacts for inviting people to meetings, e.g. North Lincolnshire Homes Officers and partner agencies such as the police and North Lincolnshire Council.
- Each volunteer is also offered free training and support so that they can participate effectively.



Why get involved?

Getting involved and participating is an important way for you to get your views and needs heard, as well as giving you the chance to influence decisions which affect your home and community. North Lincolnshire Homes is committed to making sure tenants are happy with how their homes and neighbourhoods are managed.

Different ways to participate

There are many ways in which you can participate with North Lincolnshire Homes. Resident associations are the most popular form of participation but there are many other structures and opportunities such as Tenant Inspectors, Sheltered Panel representatives, focus groups, specific interest groups and working parties. To see the full range of opportunities available, please contact us on **01724 279900** and ask for a copy of our Menu of Options, or view it on our website

www.nlhomes.org.uk



Examples of resident involvement opportunities include:

Residents' Associations

A residents' association is a group of people living in a neighbourhood/residential area, block or street who want to improve the quality of life on their estate.

Tenant Inspectors

Tenant Inspectors are volunteers who inspect and challenge all aspects of the housing service.

Sheltered Housing Panel

The Sheltered Housing Panel is a constituted group of tenant representatives from each of the twenty North Lincolnshire Homes Sheltered Dwellings. This group meets quarterly to discuss common issues.



Rural Voice

Because of transport issues, it is not always easy for tenants who live in rural areas to become involved in North Lincolnshire Homes' decision making processes. This barrier to involvement has now been addressed in the form of a participation structure that tenants can be involved in, without leaving the comfort of their own home.

E-Mail Quick Response Panel

This is a panel of tenants who are willing to comment on documents that are sent through to them via email. They check for jargon and ease of understanding. This group provides a quick response by e-mailing their views directly back to North Lincolnshire Homes.

Focus Groups

These are a one off meetings to discuss a particular topic area (usually with a small group of tenants and one or two North Lincolnshire Homes officers).





Black and Minority Ethnic Special Interest Group

Black and minority ethnic community representatives meet with North Lincolnshire Homes to discuss specific requirements in terms of culture, tradition and religious beliefs.

Mystery Shoppers

A number of tenants act as Mystery Shoppers to test out the actual delivery of North Lincolnshire Homes services in a planned and structured way, over a short period of time.

Estate Inspections

Residents are invited to take part in estate walkabouts, together with Housing Officers and Tenant Inspectors.

Visit us online
www.nlhomes.org.uk

Leaseholder Panel

Leaseholder representatives come together on a quarterly panel to discuss common issues.

Community Voice

Community Voice is the main constituted resident group structure that is supported by North Lincolnshire Homes.

Tenant Scrutiny Panel

This is a group of tenants, suitably trained, who can look in depth at the way that North Lincolnshire Homes provides its services.

For more information on how you can become involved with North Lincolnshire Homes and help shape our services for the future, contact 01724 279900 or visit www.nlhomes.org.uk



No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的消息，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلەفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔ (Urdu)

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats
please call 01724 279900**

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