

What is a Tenant Inspector (TI)

1. The Purpose

To have independent opinion to look at North Lincolnshire Homes (NLH) housing service. Independent opinion can give accurate data as to how services are actually received by our customers. It can help to identify where service delivery is failing and where NLH needs to implement improvements and changes to policy where required.

Role and Responsibilities

The role of a TI is to work with NLH to look at the services provided, to monitor these services and to influence where improvements need to be made.

Inspectors will be look at the following:

- a. How good is the service?
- b. Will the service improve?

A TI must be able to:

- Be an equal member of the team
- Work in strictest confidence
- Deal with sensitive information
- Have experience as a NLH tenant
- Look at the service from a tenants point of view
- Understand participation and what differences can be made
- Be able to carry out reality checks

Skills required for a TI -

- Courteous
- Be a good listener

A TI needs to -

- Understand and listen to other peoples views
- Have good communication skills - either verbally or written
- Work well as part of a team

A TI needs to be able to demonstrate -

- A commitment to Equal Opportunities
- Honesty and reliability
- Strict confidentiality at all times (both during and after inspections)

2. Training Available

Training can be provided by using external agencies or in-house training and may include:

- Shadowing of an existing TI
- Note taking
- Principles of Best Value
- Mock inspections
- Communication skills
- Reality checking
- Assertiveness
- Plain talking and plain writing
- Presenting Information
- Interviewing techniques

3. Code of Conduct

When working with individual tenants and as part of a team a TI must understand and appreciate all other people's views. The TI should be courteous and support others in seeking a solution to any problems discussed.

TIs must familiarise themselves with all the relevant documents relating to the service area that is to be inspected. These documents will be provided to the TI at least one week in advance of any inspection taking place to ensure they have the time to read and understand the documentation.

Wherever possible jargon and abbreviations should be avoided.

TIs must disclose any interest, whether personal or on behalf of any group they are involved with that may affect the matters which are being discussed.

All information shared between the TI, tenants and NLH will be of a confidential nature and must not be disclosed to anyone apart from those persons involved with the inspection itself.

All TIs must sign up to the Volunteers Code of Conduct and Confidentiality Policy.

4. Expenses

Any expenses incurred by tenants taking part in the tenant inspection process will be reimbursed.

Expense claim forms can be provided to TIs so that they can record any costs that may be incurred.

These claim forms must be presented to the Resident Involvement section along with relevant receipts or details of mileage claimed.

5. Interested in Becoming a Tenant Inspector?

Contact Karen Cowan, Resident Involvement Manager on 01724 298865.