



At NB Housing we want to engage with our tenants around how we can put your opinions at the centre of what we do. We are a locally based housing provider and in a good place to strike up local working partnerships with our tenants.

This is about you becoming involved and telling us how you want us to communicate with you and you telling us how you want to participate and communicate with us.

We currently have a Tenants Forum but we want to increase opportunities for tenants to become involved in a way that suits you the tenant. You don't have to attend meetings or become a member of the Forum to get involved.

We have enclosed details of different ways you can become involved in shaping our services. We welcome your input no matter how small and we will make sure we support you to get your voice heard.



How do I express an interest in getting involved?

Just contact us at:



Gatelodge
8 Flax Street
Belfast, BT14 7EQ
T 028 9059 2110

282 - 290 Crumlin Road
Belfast
BT14 7ED
T 028 9035 1131

E info@nb-housing.org
W www.nb-housing.org

🐦 @NBHousing
Text 07498 202221

Tenant Participation How can you get involved?



OPTIONS FOR TENANT INVOLVEMENT

Formal Tenant Association

Represent your community on a wide range of issues by being part of a formal Tenant Association in your area. This will require attendance at regular meetings approximately 4 times a year.



Tenant Champion

Where no formal Tenant Association exists in your area you can become a Tenant Champion to represent your local community, working beside NB Housing staff to address any issues in your area.



Tenants' Forum Group

We currently have a NB Housing Forum group which discusses housing related issues and shares best practice ideas.



Tenant Inspectors

Carry out an inspection of our services alongside housing staff to identify areas for improvement.



Editorial Team

Write and review articles for our Tenant Newsletter and website and report on the work of the Tenants' Forum.



Estate Walkabouts

Walk around your estate with your Housing and Maintenance Officer to identify areas of concern and agree priorities for the local community.



How do I express an interest in getting involved?

Just contact us. The details are on the reverse of this leaflet.



Mystery Shoppers

Test services and provide feedback as a mystery shopper by carrying out a series of pre-agreed tasks, such as telephone calls or reception visits and report on findings.



Tenant Satisfaction Survey

Assist with the development and completion of a Tenant Satisfaction Survey to help us identify our strengths and weaknesses.



Survey from your own armchair

Respond to the annual tenant satisfaction surveys, be part of a telephone survey, or comment on specific service areas which you are interested in. We can contact you by text, post, email or telephone call.