



To all Tenants at NB housing

We hope you are as well as can be during this difficult period.

We are trying to find new ways to reach out to our NB housing tenants particularly during the present challenging times.

As the new Community Development Tennant Support Officer, I am writing to invite you to take part in local residence groups or other support groups. At present this will be done remotely via Zoom meetings or simply by a 'What's App' group depending on whichever our tenants prefer.

We have listed below 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.

Options for Tenant Participation

Formal Tenant Association

Represent your community on a wide range of issues by being part of a formal Tenant Association. A formally constituted group with Chair, Vice Chair and Secretary, this group encourages tenants to have a proper say in how their homes and neighbourhoods are managed. Members are consulted on for example, policy and procedures, services, development plans and on how we provide information. We can assist with any necessary training and administrative resources.

Tenants' Forum

A less formal tenant group than above, the Forum currently meets quarterly for approximately 1.5hours and is representative of areas, apartment buildings and schemes across the association. It provides a platform to discuss housing related issues and shares best practice ideas.

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. Requires approximately 30 minutes to one hour per week and is flexible.

Editorial Team

Write and review articles for our Tenant Newsletter and website and report on Tenant participation throughout NB Housing.

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 Surveys

- **Armchair involvement - Register of Tenants**

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

- **Annual Tenants Survey**

Survey is completed by post by all tenants and highlights the association's strengths, weaknesses and areas of opportunity for improvement. Results are published in newsletters and our annual report.

- **Maintenance satisfaction survey**

Completed following each repair to your property to feedback satisfaction levels on the service provided.

Menu of involvement

You can tick as many options as you would like. You may also have an alternative suggestion to tenant involvement and we would be interested in hearing your ideas, so please note this also for consideration. We would be very grateful if you would complete the slip and return in the freepost envelope provided or by contacting us by any of the other methods listed.

NB Housing looks forward to all potential tenant involvement in an effort to improve current and new services. We thank you for your time in completing and returning the form and will be in contact in the very near future to discuss your interest.



Tenant Participation

Would you like to get involved? Please tick the Menu of Involvement to show us how you want to get involved, you can tick as many boxes as you wish.

Formal Tenant Association	
Tenants' Forum Group	
Tenant Champion	
Editorial Team	
Mystery Shoppers	
Tenant Satisfaction Surveys	
Tenant Translator Team	
Board Member	
My Suggestions/Ideas	

Name: _____

Address: _____

Telephone No. _____

Please send us your reply slip in the Freepost envelope provided or leave it into our offices at:

NB Housing

Gatelodge, 8 Flax Street, Belfast BT14 7EQ

or

282-290 Crumlin Road Belfast BT14 7DD.

Or via email Sadie.reid@Nb-housing.org

Or by simply sending a text message with your name and what you would like to be involved in

to

07936944317

Thank you for getting involved!