



Resident Involvement



Listening to our residents

We want to know about your experiences.

Influencing Services

We use what our residents tell us to help make changes to services.

Finding out what you think



Surveys

We ask you what you think about repairs, estate services and every two years we conduct a major survey of all residents. We may send other topical surveys via email or hard copy or may phone you.

Hot topics

Occasionally we may email and ask for your opinion on a topic of interest.

Focus groups

We may conduct a policy review and ask you to take part in a meeting to discuss this in a small group. Meetings could be online or in person.

Walkabouts

Each month our Management Team conducts a walkabout at one of our schemes. Residents are welcome to join them and give their feedback.



Projects

We may ask you to join a working group to help plan special projects or improvements at your scheme.

Keeping you informed

Resident Panel e-bulletin

Twice a year we send out a newsletter specifically created for the panel. This is sent by email where possible.

Talkback newsletter

Three times a year we send out a newsletter for all residents. This is sent by email and hard copy. We are limiting the number of hard copies sent out.



Annual Report

Once a year we send out the Annual Report to all residents by email and hard copy.

Tenant meetings

Your Housing Officer will hold annual meetings at your scheme or at a local meeting room.



Emails & texts

We use email and text where possible. **Please keep your contact details up to date.**

Website & social media

Regular updates and news will be shared on the website and via social media.



YouTube



Formal groups and roles

Resident Panel

By joining the Resident Panel, you have the choice to take part in the activities that suit you. You can dip in and out when you want but there is some level of engagement required.



Scrutiny Panel

This requires more commitment. You would attend meetings and work with your fellow members on reviews.

Tenant Board member

You can apply to be a tenant representative on the Keniston Board when there is a vacancy. This is high level involvement requiring regular commitment.



Editorial Panel

We are always looking for residents to proof-read our publications before they are published. We would email you the draft publications to review.

Tenant Inspector

An Inspector would be asked to perform tasks such as conducting an estate inspection or a phone survey.

Resident group

We will support residents to set up their own Resident group at their scheme. Groups can be informal or can progress to be a formal group with a committee.

All roles are voluntary and unpaid

Guidance and support

- If you choose to join a panel, group or board, we will offer you guidance and support to help you along the way.
- We will source appropriate training courses where possible.
- We will reimburse reasonable expenses such as your train fare or mileage if you are required to travel.

Getting online with

We want to make use of video meetings where we can using services such as Zoom or Teams.

If you have access to a computer or smart phone we can help you access this if you are unsure. Please ask us if you want to try it out.

If you would like to know more, please contact us.

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