

No	Dish	Frequency	It will take you
1	Trips and Conferences · Conferences in posh hotels across the country	One offs	1-3 days
2	Gaining qualifications and experience on your CV · Qualifications and certificates · Photos, press cuttings or leaflets etc of your achievements can help you make a portfolio to apply for jobs	Benefits for your personal development	As much time as you would like to invest
3	Meet a lot of nice people	Some remain friends for life!	As long as you like

Please contact our Community Services team on 0113 235 0202 or 0113 285 0414 to find out more or to join our resident involvement register. We will invite people on the involvement register to events and activities they are interested in when they take place.

You can email us on tp@connecthousing.org.uk



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Tenant Involvement

A La Carte



"Get involved in the management of your homes and communities"

Starters:

No	Dish	Frequency	It will take you
1	Surveys · Face to face · by postal questionnaires or · over the phone	One off, no more than 3-4 times per year	10-20 minutes
2	Customer Satisfaction Slip	After each repairs or to monitor communal services	3 minutes
3	Group Discussion Tell us how it is over food and sandwiches, receive gift voucher	One offs	2-3 hours per group
4	Local Estate Meetings Go there find out what is going on and give your views or ask questions	This depends on each group. Attend as many as you like	1-2 hours per meeting
5	Tenant Conferences A buffet and a chance to meet lots of people and exchange ideas	One off	Max of 1 day (between 2-8 hours)



Light Main Courses:

No	Dish	Frequency	It will take you
1	Tenants' Federation Meetings Join Connect Residents Federation and attend their regular general committee meetings and AGM.	Once every two months	2 hours every 2 months plus ½ an hour's reading time and travel
2	Connect Working Groups and Panels Staff and tenants work together on <ul style="list-style-type: none"> • Estate Management • Financial inclusion (reducing poverty) • Communal Services • Selecting Contractors • Equality and Diversity • Environmental issues • Connects Older People Strategy • And projects that may arise from time to time. 	Between 1-4 times per year	2 hours to a full day depending on the working group
3	Complete and submit a Community Priority Bid for your community to benefit from some of the £65,000 Connect devolves to the CRF for tenant priorities. This may involve doing some research and mobilising your neighbours to support your bid. You also should be available to speak to the panel of CRF members when they come to assess the bids.	Once every year	1-3 days
4	Trained Tenant Inspectors Tenants inspectors report to the CRF and use a range of tools, such as mystery shopping, talking to tenants & staff shadowing, visual checks and surveys to find out if Connect provides a good services in areas that matter to tenants.	Let us know if you are interested. The training is only available from time to time	Two days' training and several hours per year mystery shopping
5	Scheme or Group Representative <ul style="list-style-type: none"> • Be the elected spokesperson for your estate with the CRF or • Be the representative of your estate or community Group 	CRF meetings every two months. Monitoring contractors when required	Approx 1 hour per month



Full Size Set Meals:

No	Dish	Frequency	It will take you
1	Federation Officers day to day running of the Federation & its office	Weekly or fortnightly commitments	Average minimum of 2 hours a week, including reading
2	Connect Board of Management Take responsibility for the strategic direction of Connect and manage the risks that might affect it	Monthly meetings and other activities e.g. panels etc	Approx. 5 hours per month including reading
3	Community Groups Groups who organise social events and trips and projects for the benefit of the community	By arrangement at busy times probably weekly	Average of 3-4 meetings to organise each event

Sweets:

No	Dish	Frequency	It will take you
1	Free Training and Conferences (these can include): <ul style="list-style-type: none"> • minibus driver training • child protection training • committee skills • residentials and away days 	When required and available	Between 1 day and 36 weeks (one day per week) depending on the training
2	£65,000 Community Priority Budget is available for community improvements suggested by tenants. A panel of tenants decides how the money is spent. <ul style="list-style-type: none"> • consult with your neighbours • fill in application • present your case to the panel 	Once per year as advertised in the tenant newsletter. Small bids (under £500) accepted all year round.	1-3 days

