

Have your say - getting involved

Why get involved?

Your views are important to us. We want you to be involved in helping us to plan, deliver and improve our services.

Getting involved is your opportunity to really help make improvements to services and your community, whether you are a tenant or a leaseholder.

We offer a range of ways for you to get involved in a way or at a time that suits you. Whether you want to give ten minutes, a couple of hours or commit to something more long term, we can find something to suit you.



How you can get involved

Take part in a Hot Topic - an informal meeting that focuses on a specific issue. You can attend as often as you like or just when a topic of interest to you comes up.

Completing surveys - answering a survey can take up to a maximum of ten minutes but they give us great feedback.

Joining Solihull 100+ (regular surveys are sent to you to complete) - give us your views from the comfort of your own home by writing to, emailing or phoning us.

Become a 'mystery shopper' - carry out checks on our services. This helps us monitor our service and make improvements if needed.

Join an estate inspection or become a street champion - meet with officers and walk the area with them. You can tell them about the problems on your estate or make suggestions. Or simply report the things you see when you are out and about.

Joining the Scrutiny Committee - a group of tenants and leaseholders who meet to discuss and review services and make recommendations directly to the Board.

Becoming a Board Member - our Board is made up of tenants, Council members and independent members. Meetings are held every six weeks.

Register for Consultations - register your email with us and you will receive regular information about the different engagement we are carrying out. These can cover anything from our Capital Improvement programme to antisocial behaviour. You will be able to choose as and when to get involved.

If there is any other way you would like to get involved that is not listed please let us know.



How we can help you get involved

We may be able to offer you help to attend meetings.

- ▶ We can arrange transport for you or pay for you to travel to the meetings, whether you have your own vehicle or use public transport
- ▶ Our building is accessible for those with mobility issues.
- ▶ We hold meetings at different times to suit you.
- ▶ We can give you money to pay for child or adult care while you go to the meeting.

Community engagement

One way to have a say in how your home is managed is to join a Tenants' and Residents' Association (TRA). It can be easier to discuss issues or get things done in your local area when you are part of a group.

There are some TRAs already set up in the borough and we can help you if you are interested in setting up your own group.

Did you know you have the right to manage your own home? For more information, phone the Engagement and Information Team on 0121 717 1515.

To get in touch:



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Protecting your personal information: We promise only to use your information strictly within the Data Protection Act 1998.
If you supply your email address we will use it to contact you in the future.

If you would like this leaflet in another language or format please contact us.



www.solihullcommunityhousing.org.uk