

Involvement Pool

You choose...

how you can
get involved



www.enehl.org.uk

0800 915 1600

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This leaflet explains how you can get involved with East North East Homes Leeds

East North East Homes Leeds
A company wholly owned by Leeds City Council
Registered in England and Wales No 06031596
East North East Homes Registered Office Tribeca House, 71 Roundhay Road, LEEDS, LS7 3BE



Leeds
CITY COUNCIL



INVESTOR IN PEOPLE

Other formats



For more details or if you'd like this information on CD , large print , Braille , text only  or another language call us on

0800 915 1600

- | | | |
|--------------------------|---|------------|
| <input type="checkbox"/> | أود أن يكون هذا المستند باللغة العربية ¹ . | ARABIC |
| <input type="checkbox"/> | আমি এই দস্তাবেজটি চাই বাংলাতে | BENGALI |
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| <input type="checkbox"/> | لطفاً این متن را به زبان فارسی در اختیار من قرار دهید. | FARSI |
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| <input type="checkbox"/> | Chciał(a)bym otrzymać ten dokument w języku polskim. | POLISH |
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| <input type="checkbox"/> | Мені потрібна ця інформація українською. | UKRANIAN |
| <input type="checkbox"/> | میں یہ دستاویز اردو زبان میں چاہوں گا/گی | URDU |

Your name:

Your address:

Phone number:

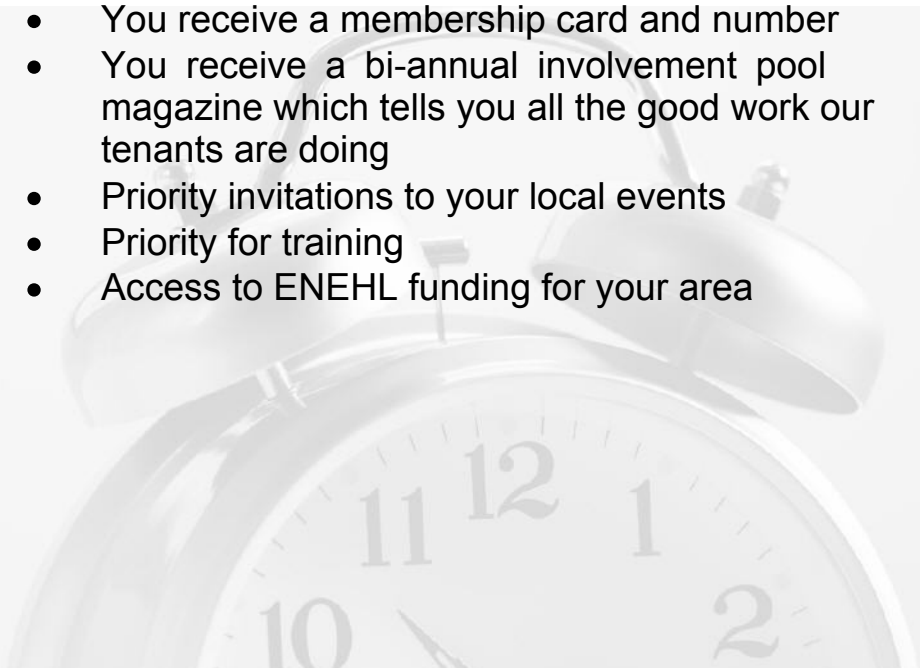
You Choose... How you can get involved

By joining our new Involvement pool YOU tell us how you want to get involved

When you join the involvement pool you join a database of customers who are interested in finding out more about the services we provide and ways you can get involved in improving services for all customers. With the ENEHL involvement pool you can decide how much work you want to put in, all you need to do is look through our involvement chart, see what takes your fancy and fill in the form attached .

There are lots of benefits to becoming an Involvement pool member:

- You receive a membership card and number
- You receive a bi-annual involvement pool magazine which tells you all the good work our tenants are doing
- Priority invitations to your local events
- Priority for training
- Access to ENEHL funding for your area



Bronze level of commitment

This section will tell you how you can get involved at a low level and what might be covered or discussed.

Focus Groups: All ENEHL tenants, residents and leaseholders

To provide your opinion of your experience as a customer and ideas for improvement in areas such as:

- Tenant Involvement
- Home Improvements
- Anti Social Behaviour
- Repairs
- Environmental Services

Attending Tenants Association Meetings: Residents who live within a defined boundary

Find out what activities your local Tenant and Resident group are undertaking in your area and the issues which currently exist in your area.

Estate walkabouts: ENEHL tenants, private tenants, owner occupiers, leaseholders

Walkabouts will enable customers to identify communal repairs or improvements to the various departments in an effort to get them addressed.

Neighbourhood Forums: ENEHL residents who live in:

- Inner East Leeds
- Inner North East Leeds
- Outer East Leeds
- Outer North East Leeds

These are public meetings held every three months. The forums are linked to the Area Panels and are an opportunity for people to meet and discuss issues of concern in their Area Panel. Each Area Panel holds a Neighbourhood Forum quarterly.

Online Internet focus group: All residents who have access to the web

We will email you questionnaires about your feelings on the website and areas we could improve.

Bronze level of commitment continued

Satisfaction survey: All ENEHL tenants, leaseholders and residents

As we are continually striving to improve our services we regularly send out questionnaires to ask people what they thought of the service they received. From the repair satisfaction slip attached to the appointment card to the annual status survey all returns are analysed and a report is produced with recommendations for the relevant manager.

Informal meetings: Sheltered housing tenants

If you would like to meet with members of staff in a more informal setting at a social gathering like a coffee morning or bingo session then why not invite members of staff from ENEHL along. We are more than happy to attend.

Silver level of commitment

This section will tell you how you can get involved at a moderate level and what might be covered or discussed.

Tenant Inspectors: All ENEHL tenants and leaseholders

Unlike mystery shoppers, Resident Inspectors will shadow members of staff while they are carrying out their work. This provides an excellent opportunity for residents to understand fully our processes and the service we provide and to make suggestions on how to improve.

Mystery shopping: All ENEHL tenants and leaseholders

Mystery shopping is an opportunity for customers to test all areas of our service without staff teams knowledge and then to tell us what you think of it.

Tenant Conference team: Any tenants, resident and leaseholder interested in improving our tenant conference

Our tenant conference team is mainly made up of ENEHL tenants and two members of the Partnership Team. The group look at the venue of the event, the agenda for the day, guest speakers etc.

Editorial Panel: Any tenant and leaseholder interested in improving the 'Your Home' magazine

You can influence what goes in the newsletter and what areas you would like to us focus on.

Gold level of commitment

This section will tell you how you can get involved at a high level and what might be covered or discussed.

Area Panels: Individual tenants, leaseholders and residents

The Area Panel are made up of tenants and two ward councillors the panels have an annual capital budget for environmental and community safety schemes. The panels also have an annual revenue budget for small-scale repairs and improvements in their area.

Community Champion: Any individual interested in representing their area.

In some areas there are not enough interested residents to form a group so we will work with individuals who are prepared to represent their community to ensure that these communities are consulted or have access to the same levels of service that other areas can expect.

Village Voice: Wetherby and outer areas: Any individual interested in representing their area.

If there are not enough interested residents to form a group in the outer areas we work with Village Voices.

Tenants and Residents Association: Tenants who live in a defined boundary

Tenants and Residents Associations are accountable and representative to the area they represent. They act on behalf of their community in bringing about improvements to their neighbourhoods and representing their views on a collective basis.

Platinum level of commitment

This section will tell you how you can get involved at a very high level and what might be covered or discussed

Board Member: ENEHL tenants and leaseholders

Four tenant board members sit on the ENEHL Board. The Board is responsible for setting the aims and objectives and ensuring its financial viability

Involvement Pool Membership Form

Please return to: Partnerships, East North East Homes Leeds,
FREEPOST RRJX-YRTK-TACE, Leeds LS7 3YY

Name: _____	
Address: _____ _____	
Postcode: _____	
Phone (home) _____	Phone (mobile) _____
Bronze Option: Low level involvement	✓
Focus Groups	
Attending Tenants Association Meetings	
Estate walkabouts	
Neighbourhood Forums	
Online Internet focus group	
Satisfaction survey	
Informal meetings	
Silver Option: Moderate involvement	✓
Resident Inspectors	
Mystery shopping	
Tenant Conference team	
Editorial Panel	
Gold Option: High level involvement	✓
Area Panels	
Community Champion	
Tenants and Resident Association	
Village Voice	
Platinum Option: Very High level involvement	✓
Board Member	



Involvement Pool
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East North East Homes Leeds
April 2009

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