

MENU OF TENANT INVOLVEMENT – Together we will achieve more

Get involved?

Being involved with Oaklee will give you the chance to:

- | | | | |
|---|---|---|--|
| <p>1</p> <p>Be active in shaping Oaklee's services</p>  | <p>2</p> <p>Make your area a better place to live in</p>  | <p>3</p> <p>Give Oaklee your views on the services you receive</p>  | <p>4</p> <p>Be part of a group to review and improve services</p>  |
| <p>5</p> <p>Help Oaklee better understand the needs of tenants</p>  | <p>6</p> <p>Gain useful skills</p>  | <p>7</p> <p>Receive relevant training</p>  | <p>8</p> <p>Meet new people</p>  |



How do I get involved?

You can choose how to get involved and when by selecting the type and level of involvement that suits your lifestyle.

Oaklee would be delighted to hear from you

Please complete the Menu of Involvement in this newsletter and return to Oaklee or hand it to a member of Oaklee staff. Telephone 01 400 2650 and ask for the Tenant Involvement Team.

Oaklee Housing believes that it is essential to consider the views of our tenants with regard to the services and housing we provide. We are committed to putting our customers at the heart of service delivery and we believe that by listening to and taking on board your views, we can ensure that policies and services are more responsive to changing needs and rising aspirations. We recognise that it is important to offer a range of involvement methods which are fit for purpose and appropriate to the needs of our tenants, providing the opportunity for you to get involved with us on whatever level best suits your lifestyle. If you are interested in working with Oaklee Housing staff to improve our services, please indicate in the table overleaf which option would be most appropriate for you and return the completed form to the Association.

IF YOU WOULD LIKE TO GET INVOLVED WITH OAKLEE

simply fill out the form below



Menu of Tenant Involvement

- Resident Groups** – Represent your community on a wide range of issues by being part of a Resident Group in your area.
[Meets as and when required – 2.5 hours per meeting]
- Tenant Champion** – Where no formal Tenant Association exists become a Tenant Champion to represent your local community, working beside Oaklee housing staff to address any issues in your area.
[1 hour per week]
- Tenants' Forum Group** – We currently have one Forum which meets to discuss housing related issues and sharing best practice ideas.
[Meets every 10 weeks – 2.5 hours per meeting]
- Tenant Inspectors** – Carry out an inspection of our services alongside housing staff to identify areas for improvement. Training is provided and expenses paid.
[Meets quarterly – Additional project work every 6 months]
- Editorial Team** – Write and review articles for our Tenant Newsletter and website and report on the work of the Tenants' Forum.
[Meets quarterly – 2 hours per meeting]
- Estate Walkabouts** – Walk around your estate with your Housing and Property Services Officer to identify areas of concern and agree priorities for the local community.
[Meets annually – 2 hours per meeting]
- Policy Consultation Group** – Assist with the development and review of policies and procedures as and when required.
[We anticipate approximately 2 meetings per year – 2 hours per meeting]
- 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. Training will be provided.
[Meets quarterly over set days]
- Tenant Satisfaction Survey** – Assist with the development of a Tenant Satisfaction Survey to help us identify our strengths and weaknesses.
[Meets with staff and Consultant as required before and after the survey issue.]
- Register of Tenants** – Respond to surveys or comment on specific service areas which you are interested in. We can contact you by text, post, email or telephone call.
[As and when required – time commitment can be as little as 20 minutes]
- Tenant Translator Team** – Offer your services to other tenants in explaining documents or correspondence to help ensure they are understood.
[As and when required.]

Your Details

Name

Telephone

Address

Please detach this page by cutting down the spine and then posting it to the following address:
**Oaklee Housing, 36-39 James's Street,
FREEPOST, Dublin 8**