

Menu of Involvement

There are many ways you can be involved with the work of Two Rivers Housing, helping to improve our services for your benefit, and for the benefit of others.

They all require different levels of commitment.

Two Rivers Housing Board

Responsibility for the management of Two Rivers Housing lies with the Board. There are nine Board members in total, two of whom are Two Rivers tenants or leaseholders, and they contribute a variety of skills and knowledge. Together they determine the strategic direction of the organisation, monitor performance, set budgets and approve policies, but they are not responsible for the day-to-day running of the business.

All new Board members are supported through induction and training and will be provided with a computer or tablet to help them read and manage their paperwork. We pay £3,000 per year and expenses (eg mileage) are reimbursed.

Time commitment: approx one to two days per month.

Resident Scrutiny Group (RSG)

The Resident Scrutiny Group (RSG) carries out a range of in-depth investigations of our services and uses the findings to challenge and shape the activities of senior staff and the Board. Currently the RSG scrutinises two service areas per year.

The group meets monthly (usually the second Monday of the month) and the evening meetings last approx 1½ hours. Members receive shopping vouchers at the end of each completed audit.

Time commitment: up to four hours per month.

Designated Tenants' Complaints Panel

This group of volunteers meets, as required, to resolve complaints at a local level if the complainant is not satisfied with the outcome of the internal complaints procedure. Members also review the six-monthly Compliments and Complaints Report, and may identify ways to improve our services as a result of complaints received.

The panel has a maximum of seven tenants as members, each serving up to nine years.

Time commitment: approx 1½ hours every six months, but more if the panel needs to meet to resolve specific complaints.

Mystery shopping

Mystery shopping is where tenants check our services to see that we are meeting our standards and to highlight any areas that need to be improved. They fill in a form covering all aspects of their interaction with us, such as a visit by an operative to carry out a repair, a telephone call to discuss their rent or an email to request a visit by a Neighbourhood Housing Advisor.

Time commitment: approx 30 minutes each.

Empty Property Inspectors

If you have an eye for detail, you know what makes a house a home and you'd like to help your neighbours and community, then you might like to be an Empty Property Inspector. You will join our supervisors to inspect our empty properties and help decide what work is needed to get it ready for new tenants. Once that work is complete, you can then decide if it's up-to-scratch and ready for occupation.

Time commitment: approx 30 minutes per visit.

Grass-cutting monitors

Every month between April and September our grass cutting monitors are telephoned to complete a short survey about their satisfaction with the grass-cutting service.

Time commitment: five minutes, six times per year.

Customer satisfaction surveys

From time to time we ask our tenants to complete surveys on a variety of subjects to gain their thoughts and experiences. The information gathered helps us monitor how we are performing and pick up any emerging trends or issues so we can address specific problems and/or make changes to these services.

We also have a set of regular – usually monthly – surveys relating to frontline services such as maintenance, anti-social behaviour and estate maintenance.

Surveys can be conducted by post, over the telephone, online or door-to-door and they usually require boxes to be ticked to answer the questions.

Time commitment: each survey typically takes between five and 15 minutes to complete.

Tenant Forum

The Tenant Forum has a flexible role that varies according to current need. They might be asked to read important letters which are going to all our tenants or they could read proofs of leaflets or Tenant Topics looking for spelling mistakes, jargon and errors.

The group could be asked to comment on our draft 'local offers' or members might be invited to support specific projects being led by the Focus group. Some projects can be managed by email or post, while others might require an occasional meeting with other members.

Time commitment: varies according to the project, but typically one to two hours each.

Annual report group

Each year we produce an annual report which gives information on the progress made by Two Rivers Housing during the previous year. It includes details of complaints and compliments, activities across TRH and financial data.

A group of tenants helps to produce this report, giving its views on the design and content. A calendar is also produced for residents, which reflects the look and feel of the main report and incorporates many of its messages.

The group is usually required to give its input on three to four occasions each year between April and September, through a combination of meetings and email or postal contact.

Time commitment: approx three to four hours in total.

Focus groups

Focus groups are arranged as required to discuss general subjects or particular topics, eg how we can improve our performance in getting repairs right on the first visit. Some groups target particular demographics, such as younger residents or HomePlus tenants, and others are more general.

Time commitment: focus groups typically last between one and two hours.

Equality and Diversity Group

Two Rivers takes its responsibility as an organisation that supports equality and diversity very seriously and supports two specific groups dedicated to this.

The Equality and Diversity Group comprises tenants, Board members and Two Rivers staff, including the Chief Executive. It aims to demonstrate equality of

opportunity and help to eliminate discrimination. It also monitors the organisation's Equality and Diversity policy. The group meets quarterly, usually during the day.

The Disability and Carers Group includes tenants and non-tenants with little involvement from Two Rivers staff. It sets its own agenda and invites speakers. The group meets six times a year, usually during the day.

Time commitment: meetings last approx 1½ hours each.

Junior Wardens

Junior Wardens are schoolchildren in years five and six who are the young eyes and ears of their community. Junior Wardens take part in estate walkabouts, litter picks, speed awareness campaigns, dog fouling campaigns and other activities as agreed between ourselves and the school. If you would like your child or your child's school to be involved with our Junior Warden scheme, please get in touch.

These are just some of the ways that you can get involved with us. If you are interested in any of these, or would like more information on how to get involved, please contact our Community Engagement team – community_engagement@2rh.org.uk .