

Improve Influence Participate

Are you a Paragon tenant?

Why not sign up to our Tenant Scrutiny Panel and **have a say** in how **YOUR** Housing Association is run.

Getting involved is easy...

It's a great way to meet new people and learn new things. You'll help make a difference in your local community and help Paragon improve the services it offers you and other tenants.

Register on our tenant scrutiny database and choose:

1 How you want to be involved

2 The times that are convenient for you

3 The issues that interest you

It's not just about going to meetings...

This leaflet lists all the options you can choose from and explains the basics about how they'll work. You can register your interest by completing and returning the enclosed form.

We are always looking for new ways for tenants to get involved online. Just make sure you provide us with your email address, and we will keep you up to date with new activities.

You can also find up-to-date information about our involvement options on our website: www.paragonha.org.uk.

Who can register?

Any current tenant of Paragon Housing Association can register to get involved in tenant scrutiny.

What difference will it make?

We want quality homes and excellent housing services.

To achieve this goal, we must involve tenants at every level by listening to your feedback and taking the action you want to see.

Tell us what you think about the services we offer by...

- Taking part in **surveys** by phone, post or online.
- Attending **discussion groups** to share your views about services offered by Paragon along with other residents at informal gatherings.
- Attending more formal **seminars** and **focus groups**.
- Attending local **residents' meetings** and **drop-in events**.
- Becoming a member of one of a number of **specialist panels** we are planning to set up. These panels will have the opportunity to discuss service delivery with management and influence the development of new policies and procedures.
- Joining a newly formed **tenant scrutiny panel**. This panel will co-ordinate the inspection and monitoring of Paragon's housing services and make recommendations for improvements to the Association's Management Committee. This panel will help ensure that the Association is meeting the standards set both locally and nationally, and compares our services against those provided by other social landlords.

What support can we provide?

We will cover any reasonable out-of-pocket expenses (upon production of valid receipts), including:

- Travel expenses (parking, fares, etc).
- Childcare or carer's costs.
- Free training / information sessions to provide you with the knowledge and skills to be effective in whatever role(s) you choose.
- Opportunities to attend conferences and seminars and network with tenants from other parts of the country.
- Refreshments at meetings and training sessions (including lunch at all-day events).
- Additional support you may require to enable you to become involved.

I want to get involved but...

Still not convinced? Why not give us a call to learn more about tenant scrutiny and how you can get involved? Contact:

Evelyn Mathershaw
Housing Manager

Tel: **01324 664966**

Email: enquiries@paragonha.org.uk

Putting the people we serve at the heart of our services
and putting heart into our communities

? **Did you know...**
Paragon lets **around 100** properties a year.

TENANTS SCRUTINY PANEL Registration Form

**COMPLETE AND RETURN
THIS SECTION TO PARAGON
HOUSING ASSOCIATION**
(PRE-PAID ENVELOPE PROVIDED)

First name: _____

Last name: _____

Address: _____

Postcode: _____

Email address: _____

Phone (Home) _____

Phone (Mobile) _____

I would like to be involved in (tick all that apply):

- Completing surveys
- Taking part in estate inspections
- Attending discussion groups
- Attending a local residents forum, group or drop in events
- Attending specialist panel or housing scrutiny panel
- Online activities

I am available to take part during
(tick all that apply):

- Morning
- Afternoon
- Evening
- Weekend

I have an interest in (tick all that apply):

- Repairs
- Estate Management
- Anti-social behaviour
- Allocations
- Voids Management
- Rent Collection
- Performance

Other (please tell us): _____

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