

SIMPLY LET US KNOW

Simply select which level you feel you could contribute most to, or which level you would be most interested in and let us know by post, phone or email:

Hawthorn Office Park
37A Stockmans Way
Belfast, BT9 7ET

028 9075 2310
info@arkhousing.co.uk

Level 5 - Formal Based Tenant Group

What is involved?

You can participate at a more formal level together with other tenants of the Association, through a Tenant's Forum. You will get the opportunity to scrutinise our services and activities and actively review our policies and procedures to ensure that they benefit all tenants. We will provide you with the relevant training and support to ensure that you can fully participate in this Forum.

How much of my time will be required?

Meet with Ark Housing staff once a month for approximately 1.5 hours.

Level 6 - Governance Structure

What is involved?

You will have the opportunity to apply to serve on the Board of Ark Housing. At this level, you will have the opportunity to influence the organisation's strategic direction and how the organisation is governed. We will provide you with the relevant induction, training and support so that you can participate fully.

How much of my time will be required?

The Board meets on a quarterly basis and meetings last for approximately 3 hours.



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Tenant Participation



HAVE YOUR SAY

Participation can range from simply providing regular feedback to our satisfaction surveys, or by becoming more involved through Residents Groups or by engaging with the Association through a Tenants' Forum.

Simply chose from the 'Participation Menu' in this booklet.

Welcome

Ark Housing Association strongly believes that one of the most effective ways of improving services is to provide more opportunities for tenants to become actively involved.

By being involved with the Association, you will have the opportunity to:

- Influence and shape the services that Ark Housing provides;
- Make positive and real changes to your home and the area in which you live;
- Ensure that the services provided are people-centred and meet needs;
- Gain new skills;
- Receive training;
- Have a better understanding of how Ark Housing operates.

PARTICIPATION LEVELS

We recognise that it is important that there is a variety of ways in which you can be involved in shaping our services.

Therefore, we have developed a 'menu' of participation levels which are available to each and every tenant.

Level 1 - Information & Communication

What is involved?

You can sign up to a 'Register of Tenants' where you can receive regular information regarding our services. You will be asked to participate in surveys via email, phone or face-to-face and provide feedback on key areas of the organisation, e.g. service charges, policies and procedures.

How much of my time will be required?

As and when required - the commitment can be as little as 15-20 minutes.

Level 2 - Estate Walkabouts

What is involved?

We will walk around your scheme to identify areas of concern and work with you to engage with other agencies to identify issues.

How much of my time will be required?

This will take place annually and usually takes about 2 hours.

YOUR INPUT IS VALUED

Your involvement is important and welcomed at any of the levels of participation.

1. Information & Communication
2. Estates Walkabout
3. Resident Champion
4. Group Structure
5. Formal Based Tenant Group
6. Governance Structure

Level 3 - Resident Champion

What is involved?

If you do not have enough people to set up a Resident's Group, you can, with the support and approval of tenants in your scheme, become the Resident Representative. You will act on behalf of your scheme and meet with Ark Housing staff to provide updates and feedback on housing related matters that have been raised in your scheme.

How much of my time will be required?

Meet with Ark Housing staff once a month for approximately 1.5 hours.

Level 4 - Group Structure

What is involved?

You can represent your scheme on a wide range of issues by being part of an elected resident's group for your area. We will assist you in the development and set up of a resident's group and provide you with all relevant training and support required.

How much of my time will be required?

Residents groups usually meet once a month and meetings usually last for 2 - 2.5 hours.