



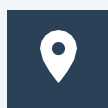
Your involvement is important and welcomed at any of the levels of participation

1. Information and Communication
2. Estate Walkabouts
3. Resident Champion
4. Group Structure
5. Formal Based Tenant Group
6. Governance Structure



**Sign up for our
Tenant's Portal**

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 phone, email or by post.



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Tenant Participation

Making A Positive Difference By
Empowering People And Communities





Tenant Participation: Your Voice Matters

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

There is a variety of ways you can be involved in shaping our services.

We have developed a menu of participation levels which are available to each and every tenant. Simply select the level you would be most interested in and contact us by phone, email, or post.

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

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

Menu Of Options

Register of Residents Time commitment: As and when required	• Sign up to the register and share views from the comfort of your home, with no requirement to attend meetings. This could include feedback through surveys, policy reviews etc
Digital Engagement Time commitment: As and when required	• Engage via email/tenant portal/social media channels or attend meetings through virtual channels such as Zoom
Estate Walkabouts: Time commitment: 2 hours every 6 months	• Take part in accompanied estate walkabouts with relevant staff to identify areas of concern or improvement
Consultations Time commitment: As and when required	• Get involved in consultations on planned maintenance work at your home/scheme, service charges, new services, policy changes etc
Residents Champion Time commitment: 1.5 hours every 6 weeks	• 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.
Resident Meetings Time commitment: 2 hours every 6 weeks	• Represent your scheme (General Needs/ Sheltered/ homeless services) on a wide range of issues by being part of an elected resident's group for your area.
Communications Panel Time commitment: 2 hours every 3 months	• Meet relevant staff to review information and communication being issued out to tenants and residents and agree whether they can be recommended as 'Tenant Approved'
Performance Review Panel Time commitment: 2 hours every 3 months	• Independently scrutinise and review key services along with other tenants and provide recommendations for improvement to Ark Senior Executive Team
Tenant Forum Time commitment: 2 hours every 3 months	• Participate at a more strategic level by working alongside management staff to shape and improve services for all of Ark Housing tenants
Ark Housing Board Time commitment: 3 hours every 3 months	• Tenants will have the opportunity to apply to become members of Ark Housing Board. At this level you will help influence the organisation's strategic direction and how the organisation is governed

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