



Broxtowe
Borough
COUNCIL

HOUSING ENGAGEMENT

YOUR VOICE YOUR VIEWS

We want to ensure that our customers have
a voice and can influence positive change



We know customer experience of services is essential for highlighting what is working well and where improvements are needed. Through listening and responding to views and feedback, the Housing Department can ensure that our customers are at the heart of shaping services for the benefit of all customers.



www.broxtowe.gov.uk



Getting involved can help you to develop a variety of new skills like communication skills, team work, and more.

GO DIGITAL

Engagement that takes five minutes of your time!

Social Media

Follow us Broxtowe Borough Council on the Social Media platforms, including Facebook and Twitter.



Email Me

Sign up to our monthly Housing bulletin and keep up to date!



Sign up
[www.broxtowe.gov.uk/
emailme](http://www.broxtowe.gov.uk/emailme)

Housing Community Facebook Group

Private group for Housing Customers where we ask for opinions of services.

[@broxtoweboroughcouncil](https://www.facebook.com/broxtoweboroughcouncil)

Surveys and Consultations

Share your thoughts and experiences on changes in the service area that directly impacts you.

[www.broxtowe.gov.uk/
housingsurveys](http://www.broxtowe.gov.uk/housingsurveys)



Housing's Community Fund gives tenants, leaseholders and community groups the opportunity to turn their ideas into reality!

For full guidelines of what the fund can be used for visit www.broxtowe.gov.uk/communityfund

TAKE A SEAT

Service Reviews

Housing customers are invited to look at a service, or part of to make recommendations for improvements. Support is provided throughout.

Housing Performance Group

Tenants can join this working group to discuss the monitoring of the Housing Revenue Account Business Plan with elected members.

The Resident Involvement Group

The Resident Involvement Group meet monthly to discuss service improvements, support Housing Engagement and make recommendations to the Housing Performance Group.

ON THE MOVE

Neighbourhood Champions

Be the voice for your neighbourhood. Support customers to report issues, find information and get involved.

Neighbourhood Walkabouts

Join Housing Employees to walk around your community to highlight areas of concern. Check out where we'll be at www.broxtowe.gov.uk/housingengagement

Community Events

Come meet the Engagement Team at a local Community Event! Find out where we'll be by heading to www.broxtowe.gov.uk/housingengagement

Service Inspectors

Join Housing employees to inspect areas of our service to ensure a consistent and good quality service is being provided.

You can spend as little or as much time engaging with us, to match your areas of interest and time you have available, it's up to you.

Sign up now and let us know how you want to share Your Voice, Your Views.

HOUSING ENGAGEMENT

YOUR VOICE YOUR VIEWS

We want to ensure that our customers have a voice and can influence positive change

Full Name:

Address:

Email:

Contact Number:

I would prefer to share my views by:

Email/Email Me

Online

Text/SMS

Meetings

Post

Telephone



Privacy Statement: All information collected will be used by Broxtowe Borough Council for the intended purpose(s) only. Your personal details will not be shared with other organisations unless otherwise stated or the Council is legally required to do so.

I am interested in these service areas:

- | | |
|-----------------------------------------------|--------------------------------------------|
| <input type="radio"/> Repairs and Maintenance | <input type="radio"/> Modernisations |
| <input type="radio"/> Neighbourhoods | <input type="radio"/> Independent Living |
| <input type="radio"/> Allocations | <input type="radio"/> Housing Options |
| <input type="radio"/> Housing Complaints | <input type="radio"/> Leaseholder Services |

I am interested in being involved with:

- | | |
|---------------------------------------------------|-------------------------------------------------|
| <input type="radio"/> Service Inspectors | <input type="radio"/> Service Reviews |
| <input type="radio"/> Neighbourhood Champions | <input type="radio"/> Mystery Shopping |
| <input type="radio"/> Community Fund | <input type="radio"/> Focus Group |
| <input type="radio"/> Resident Involvement Group | <input type="radio"/> Housing Performance Group |
| <input type="radio"/> Community Activities/Events | |

I am interested in developing personal skills:

- | | |
|--------------------------------------------|---------------------------------------------|
| <input type="radio"/> Verbal Communication | <input type="radio"/> Written Communication |
| <input type="radio"/> Data input | <input type="radio"/> Data analysis |
| <input type="radio"/> Research | <input type="radio"/> Presentation |
| <input type="radio"/> Meeting skills | <input type="radio"/> Other (please state) |



You can have a greater voice and influence positive change, whilst being supported to learn new skills that can help develop your CV.

WHAT ARE THE BENEFITS TO YOU?

- ✓ Ongoing support from our team
- ✓ FREE training from Housing & our partners including TPAS
- ✓ Development of new skills: problem solving, report writing, CV building...
- ✓ Meet new people & create new friendships
- ✓ That good feeling you get when you know you're making a difference
- ✓ Out of pocket expenses are available. We can reimburse for bus tickets, car parking, mileage and taxis.

Email: housingengagement@broxtowe.gov.uk

Telephone: 0115 917 7777

Web: www.broxtowe.gov.uk/housingengagement

ہم آپ کو ہر قسم کی معاونت فراہم کرنے کے لیے تیار ہیں۔ ہمارے نمبر 0115 917 7777 پر
0115 917 7777

ہم آپ کو ہر قسم کی معاونت فراہم کرنے کے لیے تیار ہیں۔ ہمارے نمبر 0115 917 7777 پر
0115 917 7777

اگر آپ چاہتے ہیں کہ یہ لیفلٹ آپ کو اردو زبان میں بھیجا گیا ہے
تو براہ کرم اپنی فون نمبر: 0115 917 7777 پر رابطہ کریں۔

If you need this leaflet in other formats or languages contact us on 0115 917 7777

This document is available in large print upon request

Follow Broxtowe with social media
www.broxtowe.gov.uk/socialmedia



Sign up for the latest news, events, updates and more, all direct to your inbox by subscribing to our Email Me Service at www.broxtowe.gov.uk/emailme

Privacy Statement - All information collected will be used by Broxtowe Borough Council for the intended purpose(s) only. Your personal details will not be shared with other organisations unless otherwise stated or the Council is legally required to do so.

www.broxtowe.gov.uk