

Testimony from one of our tenants who has taken part in some of our engagement opportunities:

"I like having an input into what's happening and knowing what's going on. I can then share this with other residents who will ask me what's going on. I find it worthwhile to contribute and know this is taken into consideration".

"I would encourage anyone to get involved and contribute and be more in the loop with what's happening. I've been doing it for five years now, this shows I am benefitting from it and it's worthwhile."

Interested in getting involved?

There are different ways you can register your interest and get involved:

Complete the online ChAT form:
www.chesterfield.gov.uk/chat

- | Complete the form on this leaflet
- | Complete a ChAT form sent out to all new tenants and those who have submitted feedback
- | Ask your housing officer to contact us on your behalf



For more information contact the tenant engagement team:

Call: **01246 345147**

Text / WhatsApp: **07970 421854**
07980 899527
07930 690276

Email:
tenantengagement@chesterfield.gov.uk

Data Protection Notice: Chesterfield Borough Council is the data controller for the information collected on this form. The personal information you provide will be used to contact you about participating in the activities you have indicated. You can opt-out of this processing at any time by contacting the Tenant Engagement Team. For further information about the way Chesterfield Borough Council uses your personal information, and your data protection rights, please see: www.chesterfield.gov.uk/privacy

**Get involved,
have a voice**



Tenant engagement opportunities

What is tenant engagement?

Tenant engagement is all about working together with our tenants and communities to address the issues that are a priority for them.

It's important to help you, as a tenant, feel empowered. It also promotes a culture of mutual trust, respect and partnership between tenants and the council.

Getting involved

We want to hear from you about what we are doing well as a landlord, and what we can do better.

Through different tenant engagement opportunities, you can have your say on our services. It's your opportunity to inform and influence decision making, promote best practice and ensure that services continue to meet the standards you expect.

Get in touch with us and get involved if you want to:

Work with us to inform and influence change

Have a say on issues affecting your home and community

Support other tenants or residents

Pursue issues of interest, such as addressing anti-social behaviour or environmental improvements

Be informed about how the housing service is performing

There are a number of ways you can get involved:

- | **Tenant challenge panel (TCP)** - help to scrutinise housing services and make recommendations for improvement.
- | **Tenant performance group** - join other tenants and council officers to review how the service is performing.
- | **Communication and accessibility group** - help shape how we provide information and communicate with tenants. Face to face and online meetings.
- | **Community surveyors** - help us inspect and survey housing areas of Chesterfield. Full training will be provided.
- | **Mystery Shoppers** - Inspect our services and share your experiences
- | **Housing advisory board** - help to inform decision making along with staff, Councillors and other tenants.
- | **Focus groups and working groups** - share your opinion on a specific topic or policy as part of a one-off meeting or a short series of meetings.
- | **Complete surveys** - give your views and help shape our services. This can be done online, by phone or by post.

Chesterfield Active Tenants (ChAT) form

How would you like to get involved (please circle all that apply)

- Tenant challenge panel (TCP)
- Tenant performance group
- Communication & accessibility group
- Community surveyors
- Mystery shoppers
- Housing advisory board
- Focus groups and working groups
- Completing surveys

Name:

Address:

Phone and email:

Preferred method of communication

(please circle):

Email Phone Text

Please return this form to:
Tenant engagement team,
Chesterfield Borough Council
Town Hall, Rose Hill, Chesterfield,
S40 1LP