



tenant involvement

# You have the power!

*To influence the service you get from Northwards*

Available in large print, Braille and on CD

**Northwards Housing wants you to have a real say in the service you get from us. The decisions we make affect you, your home and your community. We feel strongly that you should influence those decisions, so that we provide the service that you and other Northwards residents want.**

**You can get involved as little or as much as you want, depending on the time you've got and the contribution you want to make. It's up to you!**

**Take a look at the options below and use the contact details to let us know if you'd like to help make a difference.**

## **Read all about it**

The easy way to find out what's happening in your neighbourhood is to read some of the information available for tenants and residents, for example:

### **Reading our newsletter**

'Northwards Natter' that drops through every resident's letterbox four times a year.

### **Visiting our website**

[www.northwardshousing.co.uk](http://www.northwardshousing.co.uk) which is constantly updated with the latest news about services, improvements to your homes and decisions made by the Northwards decision-making board. If you don't have access to the internet at home, don't worry. Every Northwards home is just one mile away from a local library where you can surf the web for free.

### **Reading leaflets and notices**

available at your local Northwards Housing office.



## Join the tenant network

A simple way to get involved is to join the tenant network. We'll let you know of focus groups or surveys we're planning and you can decide whether you want to be involved and tell us your views. To register for the network contact 03000 123 123.

## Join your local tenant and resident group

Tenant and resident groups are set up by Northwards residents who meet to discuss local issues. They're run by volunteers and are open to everyone who lives in the area they cover. Some groups concentrate only on local housing issues, others get involved in wider housing policies that affect everyone in Northwards Housing. Some also think about wider community issues.

Whatever focus your local group has it's a fantastic way for tenants and residents to have a collective

voice, arrange social events and build a great community spirit.

If there are no groups in your area we can help you set up and run a tenant and resident group. We provide advice, support and training as well as grant funding.

To find your local tenant and resident group or ask about setting one up:

**Phone:** 03000 123 123

**Text:** 07860 003 150

**Fax:** 03000 124 123

**Online:**

[www.northwardshousing.co.uk](http://www.northwardshousing.co.uk)

**E-mail:**

[info@northwardshousing.co.uk](mailto:info@northwardshousing.co.uk)

## Join an area panel

If you want a more formal role you could join one of the three area panels and influence the service you and local residents get from Northwards Housing. The three panels are made up of tenants, leaseholders, people who

own their council home and councillors, from each of these areas:

### **Fourways panel**

(Charlestown and Moston wards)

### **Wilton panel**

(Cheetham, Crumpsall and Higher Blackley wards)

### **Riverways panel**

(Harpurhey, parts of Miles Platting & Newton Heath and parts of Ancoats & Clayton wards)

They consult local people for their views on improvements, help decide how to spend money in the area and make recommendations to the board about the day-to-day running of Northwards Housing. You can read minutes of the meetings of all three area panels on [www.northwardshousing.co.uk](http://www.northwardshousing.co.uk)

You can also help shape Northwards' future direction simply by attending meetings of your local area panel. To find out more about attending or getting involved contact one of our Resident Involvement Officers on 03000 123 123.

## **Become a tenant director**

Northwards Housing isn't run by a grand board of professional directors who know nothing about the way you live or what you want. Northwards Housing is run by the very people who benefit from its services. **YOU!**

The board is made up of twelve unpaid directors split equally between:

- **Four tenants**
- **Four people nominated by the council**
- **Four independent members who have skills in things like finance, business or extensive involvement in the community.**

As a Northwards tenant you can take a seat on this board and sit at the heart of Northwards decision-making. Elections are held every year.

To find out more contact us on 03000 123 123.

## Become a Northwards Inspector

If you're a Northwards tenant with a little time and a big commitment to taking Northwards forward you could become a volunteer Northwards inspector.

We've recruited a team of local tenants who have signed up to help test our services and make sure that we're providing what you want and need. As a Northwards inspector you'll assess every aspect of Northwards and tell us what we're doing well and what we could do better.

And in return you'll learn skills that help improve your job prospects, find out how Northwards works, and help make life better for Northwards neighbourhoods.

To find out more ask a member of Northwards staff or call 03000 123 123.

## Ask Northwards a question

Here's your chance to put us on the spot!

You can ask us a question, or make suggestions or comments, online at [www.northwardshousing.co.uk](http://www.northwardshousing.co.uk). We'll publish your question and the answer on the website to help other people understand the issues you raise. What's more, the response will usually come straight from the top – from one of the members of our decision-making board.

## Send us a compliment, criticism or complaint

Is our service good, bad or somewhere in between? Is there something you'd like to change or someone you'd like to praise?

Whatever your views we want to hear them. Look out for our feedback boards in all Northwards Housing offices where you can post a suggestions card and read our response, or pick up a form to comment on our service.



## Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

**Call:** 03000 123 123 **E-mail:** info@northwardshousing.co.uk

**Fax:** 03000 124 123 **Text phone:** 0161 274 0899

Nëse këtë dokument e domi të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

إن كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أعلاه. تتوفر هذه الوثيقة أيضاً بصيغة برايل للمكفوفين وبالحروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请拨打下列电话。  
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

ئەگەر پێت خۆشە نەرجۆمە ی ئەم بە لگە نامە یە وە رگرت، نکانە یە یۆە ندی بکە بە ئە و ژمانە ی خوارە وە ئەم بە لگە بە هە ر وە ها بە شێوازی نوسراوی کۆنرا، ئە چینی گە ژردە و یان ئە سەر سی دی هە یە.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

I faddii aad rabto in dukumentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ امن دستاویز کا ترجمہ چاہتے ہیں تو براؤ کریم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123