



- **Local Tenants and Residents Association** - Residents who want to get together to discuss how their estate is being run, a great way for residents on an estate to have a collective voice, arrange social events and build community spirit.  
**Key features** - Residents group is more informal. However residents group must be constituted with a Chair, Secretary and Treasurer. Staff attend meetings on an ad-hoc basis to answer particular queries.
- **Telephone Surveys** - Contacting residents directly to find out their views and opinions on a particular service.  
**Key features** - One to one contact over the telephone. Provides us with useful, instant feedback.
- **Editorial Panel** - Residents who want to get involved in how Oxbode advertises, events, policy changes and news relevant to other residents. Reviewing all Oxbode leaflets, handbooks and Newsletters.  
**Key features** - Newsletters produced quarterly. Relaxed meeting to discuss current issues. Proof reading, writing articles and new ideas.

- **Surveys** - Residents who have a little more time to sit and answer a number of questions on a particular service or issue.  
**Key features** - A more detailed survey giving comprehensive feedback and detailed responses.
- **Focus Group** - Residents who want to get together with staff to discuss specific issues on a less formal basis.  
**Key features** - Focus groups usually meet on a one-off basis to discuss one-off issues.

- **Policy Review Panel** - Residents who have a little more time to read through revised policies at home, make comments on and recommend changes from a service users perspective.  
**Key features** - On average one policy per month is reviewed. Gives us detailed feedback on changes made and recommendations for improvements.
- **Contractor Review Panel** - Residents who have an interest in the maintenance service that we offer. Residents can meet on an annual basis and review performance and value for money that any one of our three main contractors provide.  
**Key features** - An annual review of performance and best value. Will also sit and discuss key aspects of any new contract or service provided by the contractor.

- **Board Membership** - Residents who want to get more involved at a management level of Oxbode. Usually about 8 meetings a year with other board members and senior managers from Oxbode. Involved in decision making that affects the whole of Oxbode's business.  
Payments can be made to cover out of pocket expenses like: Bus Fares, Child Minding Costs and Parking. We do also supply light refreshments if a forum or meeting is to go on for any length of time.



# tenant participation explained



Oxbode Housing Association  
County Chambers  
Station Road  
Gloucester GL1 1DH  
Phone: 01452 505359  
www.oxbodehousing.org.uk  
Email: info@oxbodehousing.org.uk