

How to Get Involved

We are committed to working with tenants, for tenants. We offer a wide variety of opportunities for tenants to give their views on different issues related to Ashley Community Housing, and have their say on ways in which we can improve our work. We want to make sure that everyone living in an Ashley Community Housing property has the opportunity to give their view and get involved.

There is a range of ways in which tenants can get involved:

Tenant Panel: The Ashley Community Housing Tenant Panel has been set up to look at key areas of our work. The Panel meets on a regular basis to look at different projects and consider ways of improving key areas of work.

Ashley Community Housing Board: tenants can apply for membership of our board.

Tenant Forum: a tenants' group which meets regularly and works in partnership with Ashley Community Housing to raise tenant issues, concerns and suggestions.

Tenant Awards: awards which are presented annually to tenants who have made a difference within their local community - nominations are made by tenants.

Focus groups and workshops: we hold focus groups and workshops where tenants can look at different areas of our work and give their views. An example of this is a website focus group which we held for tenants and staff who gave their views on how we should set up this website.

Annual report: a report which is produced every year, with tenants, which sums up what we have achieved over the past twelve months and our performance against the regulatory standards.

Events, open days and fun days: throughout the year, we hold a series of events, open days and fun days in different areas of Bristol. We will keep you updated on what's coming up on the news section of our website and by writing to tenants directly.

We believe that all service users should have the opportunity:

- To inform and influence our service development, i.e. planning, delivery, monitoring, evaluation, training and recruitment of staff.
- To make informed choices about the support they receive.
- To be informed about their services and rights, including equal opportunities complaints, Health and Safety etc.
- To be listened to and be supported by our trustees, staff and volunteers.

Before making any change in policy or practice relating to housing management, maintenance, improvement of property or service, which is likely to substantially affect all the organisation tenants or a group of them, Ashley Community Housing will write to the tenants concerned and invite them to make their views on these matters known within a specified period (generally 28 days, but shorter periods where the matter requires urgent decisions).

To find out more please get in **contact**

