

## Background

The Regulatory Framework for Social Housing requires all social housing providers to ensure that all tenants are given a wide range of opportunities to influence and be involved in making decisions about how housing and housing related services are designed and delivered as well as in the setting of service standards.

We are carrying out this survey of all tenants / leaseholders of Northampton Borough Council as part our review of engagement options for the future as well as the introduction of the 2013 – 16 Tenant Engagement Strategy. to view our draft strategy, [click here](#). The review is being carried out by the Customer Engagement Team.

The consultation runs from 1st January 2013 and ends on 31st January 2013. As part of this review process, we would like you to take a few minutes to answer a few questions that would help shape future engagement at Northampton Borough Council.

We will publish the results of this consultation on the Council's website – [www.northampton.gov.uk](http://www.northampton.gov.uk). We will also post a copy of the results out to any tenant / leaseholder that requests the results in their questionnaire. please include your name and address should you require a copy of the results.

If you need this questionnaire in any other format, please contact the Customer Engagement Team on 01604-837836 or email [participation@northampton.gov.uk](mailto:participation@northampton.gov.uk) or Text 07876 376920.

For any enquiries relating to the consultation, please contact Ashiedu Joel, Customer Engagement Team Leader on 01604-838223 or email [participation@northampton.gov.uk](mailto:participation@northampton.gov.uk)

Northampton Borough Council is registered with the Information Commissioners Office under the Data Protection Act 1998 to collect, hold and use personal and sensitive personal information under registration number Z5256045. The answers provided in the questionnaires are treated as confidential information and Northampton Borough Council will not be able to identify you unless you specify otherwise in your questionnaire.

Thank you for taking part!

**In the recent Housing Options review, tenants told us that they wanted to have their views heard and to have more influence in decisions taken by the Council. In order to address this, the Council would like to introduce a scrutiny panel model for tenants to provide challenge and give views on a range of housing activities.**

**Under the model being proposed, panels will be set up each of which would cover a specific area of service delivery.**

**It is proposed that the panels will cover areas such as**

- **HOME- Repairs and Maintenance, quality of accommodation including the Decent Homes Programme and Voids**
- **SOLUTIONS – Choice Based Lettings, Homelessness Service and Gateway scheme**
- **NEIGHBOURHOOD – Estates and Communal areas, Anti Social Behaviour, Cleaning & Caretaking**
- **STRATEGY – Value for Money and target setting**
- **INVOLVEMENT & EMPOWERMENT – Customer Service, Equality & Diversity,**

**The exact number of panels will be confirmed once levels of interest are established.**

**Membership of the panels will be on a self-selection basis after attending an event to be organized. Once established, it is anticipated that the panel will meet regularly, a minimum of once every two months. The panel members would elect a chair and these chairs would form a tenant scrutiny board.**

**The tenant scrutiny board comprising of tenant chairs would meet a number of times a year with two of these being attended by the cabinet member for Housing and the Director. An annual report highlighting the work and recommendations of the various scrutiny panels will be presented to cabinet for consideration.**

**Do you agree with this approach?**

- Strongly agree       Tend to agree       Tend to disagree       Strongly disagree

Other (please specify)

**Are there any other options or models for tenant engagement that we should consider?  
Please give us details in the box below.**

**Do you have any additional comments about our proposed engagement strategy?**

**If you would you like to receive a copy of the results, please give us your details:**

<b>Name:</b>	<input type="text"/>
<b>Address:</b>	<input type="text"/>
<b>Address 2:</b>	<input type="text"/>
<b>Postal Code:</b>	<input type="text"/>
<b>Email Address:</b>	<input type="text"/>
<b>Phone Number:</b>	<input type="text"/>