

GET INVOLVED

We need tenants to work with us to look closely at our services and make recommendations to improve them.

YOU CAN MAKE A DIFFERENCE!



THESE ARE JUST SOME OF THE
BENEFITS



Access to free training



Get rewards for your contribution



Enhance your CV



Better services for tenants



JOIN OUR TEAM

of tenants and service users who meet regularly to assess how effective a particular service offered by Cadwyn is and what could be done to improve it.



Each service area review will usually include reading performance reports, results of tenant surveys, policies and procedures. The group will also speak with staff and tenants to get a full picture of what is involved and how things work. The panel is supported by Cadwyn staff and you'll have all the information you need to understand how services are run and what things cost.

You will get full support and training and we will cover your expenses. Before we start each new service review we run training sessions for all new members including: What is Scrutiny, Equality & Diversity and Confidence Building. We also link up with Realise Your Potential to offer training to meet your individual needs.



“ I am being heard as a tenant and as a member in the panel I am benefiting from all the training that we are being offered. ”



IT IS YOUR CHANCE TO MAKE A REAL DIFFERENCE TO HOW **YOUR** CADWYN IS RUN

The panel has real power to **challenge and change** how services are delivered by Cadwyn, and recommendations are made to the Board of Management. This could be, for example, how antisocial behaviour is managed, how repairs are done, or how Cadwyn deals with complaints. The important thing to remember is that you will be acting as a 'critical friend' to Cadwyn while **enabling the voice of all residents to be heard** and **seeing services improve**.

HOW CAN I BE INVOLVED?



In person



Online



Phone



Post

You can be involved in a way that suits you - there are different opportunities to suit your skills, interest and experience...

- Reading documents
- Analysing data
- Research
- Equality issues
- Meetings & teamworking
- In your local community
- Talking to staff & tenants
- Customer services



Short on time? No problem!
Get involved via email or online.



“ I feel I have gained confidence and been able to help make changes that will help other tenants in the future ”

IS THIS FOR ME ?

- I am a tenant or service user of Cadwyn.
- I want Cadwyn tenants to receive the best services .
- I can think objectively about issues and be open to new ideas
- I'd like to enhance my CV
- I'd like the opportunity to attend training courses

If you said **YES!** to any of the above then we'd love to hear from you.

Get in touch with our Community Engagement Officer, Kath Williams, to find out more about being part of our service improvement team of tenants.



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