

Tenant Engagement Panel Member



Housing services work best when tenants help shape them.

The Tenant Engagement Panel brings tenants together to help influence how housing services are reviewed, improved and planned for the future. It helps make sure decisions are informed by the experiences and priorities of the people who use our services. You do not need qualifications, specialist knowledge or previous experience. The most valuable thing you can bring is your experience as a tenant and your understanding of what matters to tenants.

How You Can Make a Difference

By taking part, you can help us:

- Highlight what is working well.
- Identify where improvements are needed.
- Help shape policies, priorities and future plans.
- Review proposed changes before decisions are made.
- Make sure tenant experiences help inform service improvements.



The Panel's recommendations are shared with housing managers and decision-makers. We will keep you updated on actions taken, so you can see how tenant feedback has helped influence change.

How You Can Get Involved

You will work with other tenants to look at the bigger picture and discuss how services are working for tenants.

For example, we may ask you to:

- Review a proposed policy and consider how it could affect tenants.
- Look at information about a service and discuss whether it is meeting tenants' needs.
- Consider findings from other tenant groups, such as the Scrutiny Panel, Complaints Panel and Tenant Readers.
- Review tenant communications and tell us whether they are clear and easy to understand.
- Help identify priorities for future improvement.

You might be asked questions such as:

- What impact could this have on tenants?
- Does this reflect tenants' experiences?
- Are we focusing on the right priorities?
- What is working well?
- What could be improved?

Information will be explained clearly, and support will always be available.



What You Will Not Be Expected to Do

You will not need to:

- Have professional or specialist knowledge.
- Carry out detailed investigations.
- Review individual complaints or tenant cases.
- Make day-to-day decisions about services.
- Represent every tenant or speak for everyone.

Training and guidance will be provided throughout.

Time Commitment

The Panel normally meets around eight times a year.

You may spend some time reading information before meetings and can choose to attend additional workshops, training sessions or engagement events.

Members are expected to attend regularly and prepare for meetings in advance.

Support Available

You will receive:

- An introduction to the role.
- Training and development opportunities.
- Information in plain English.
- Ongoing support from Tenant Engagement Officers.
- Opportunities to ask questions.
- Reasonable adjustments if needed.
- A welcoming environment where your contribution is valued.

Who Can Apply?

Any tenant can apply.

Every tenant's experience is different, and every perspective helps us improve services. You do not need qualifications, previous experience or knowledge of complaints processes. The most important thing you can bring is your experience as a tenant and a willingness to get involved. **If you want to help improve services, your experience can help shape housing priorities, services and improvements for tenants across Ipswich.**

