

Tenant Reader

Use Your Experience to Improve Housing Services



You do not need qualifications, professional experience or specialist knowledge to become a Tenant Reader

What matters is your experience as a tenant.

We know that information is not always easy to understand. Letters can be unclear, policies can be difficult to follow and important details can sometimes be missed. As a Tenant Reader, you can help change that.

By sharing your views, you will help shape the information we provide to tenants and influence how we communicate across our housing service. Your feedback will help us understand what works, what does not, and what needs to improve.

How You Can Get Involved

You might be asked to review:

- Letters sent to tenants.
- Leaflets and information packs.
- Forms and surveys.
- Policies and service information.

We will simply ask you questions such as:

- Is this easy to understand?
- Is anything unclear?
- Is important information missing?
- Does this feel helpful and relevant to tenants?

There are no right or wrong answers. We want your honest views.



Why Your Feedback Matters

The people who use our services are often best placed to tell us how they can be improved.

Your feedback can help us:

- Make information clearer and easier to understand.
- Reduce barriers for tenants.
- Improve communication.
- Build trust.
- Ensure tenant voices are reflected in the information we provide.

We want tenant feedback to make a real difference. We will let you know how your feedback has been used and what changes it has helped shape.

Flexible and Supported

You can contribute as much or as little as you are able to.

Most reviews can be completed in your own time and there may be occasional opportunities to meet with other tenants and staff.

We will provide:

- An introduction to the role.
- Guidance and simple feedback templates.
- Support from Tenant Engagement Officers.
- Optional training.
- Any adjustments needed to help you take part.

Who Can Apply?

Any tenant can apply.

We are looking for people with different experiences, backgrounds and perspectives. If you want to help improve services and make sure tenant voices are heard, we would love to hear from you.

