



www.enehl.org.uk

A company with a passion for communities

You choose...

how you can
get involved

Involvement Pool



Here to help... 0800 915 1600

You Choose... How you can get involved

By joining our new Involvement pool YOU tell us how you want to get involved

When you join the involvement pool you join a database of customers who are interested in finding out more about the services we provide and ways you can get involved in improving services for all customers. With the ENEHL involvement pool you can decide how much work you want to put in, all you need to do is look through this booklet, see what takes your fancy and fill in the form attached .

There are lots of benefits to becoming an Involvement pool member:

- You receive a membership card and number
- You receive a bi-annual involvement pool magazine which tells you all the good work our tenants are doing
- Priority invitations to your local events
- Priority for training
- Access to ENEHL funding for your area



Bronze level of commitment:

low level 2/3 hours every 3 months

Focus Groups: All ENEHL tenants, residents and leaseholders

To provide your opinion of your experience as a customer and ideas for improvement in different areas.

Attending Residents Meetings

Find out what activities your local Resident group is doing in your area.

Estate walkabouts

Walkabouts will enable customers to identify communal repairs or improvements.

Neighbourhood Forums

These are public meetings held every three months and are an opportunity for people to meet and discuss issues in your area.

Online Internet focus group

We will email you questionnaires about your feelings on the website and areas we could improve.

Satisfaction survey

As we are continually striving to improve our services we regularly send out questionnaires to ask people what they thought of the service they received. From the completed satisfaction surveys they help us improve our service.

Informal meetings

If you would like to meet with members of staff in a more informal setting then why not invite members of staff from ENEHL along.

Leaseholder Working Group

Come and join other leaseholders and assess the services ENEHL provide to you.



Silver level of commitment: **medium level 3/4 hours every 3 months**

Tenant Inspectors

Tenant Inspectors will shadow members of staff while they are carrying out their work. Your feedback then helps us to improve.

Mystery shopping

Unlike mystery shoppers, Resident Inspectors will shadow members of staff while they are carrying out their work. This provides an excellent opportunity for residents to understand fully our processes and the service we provide and to make suggestions on how to improve.

Tenant Conference team

Our tenant conference team is made up of ENEHL tenants and helps us to organise the whole event.

Editorial Panel

You can influence what goes in the newsletter and what areas you would like us to write about.



Gold level of commitment

high level 6/8 hours every 3 months

Area Panels: Individual tenants, leaseholders and residents

The Area Panel are made up of tenants and ward councillors. The panels can tackle the companies performance and improve your neighbourhoods.

Community Champion / Village Voice: Any individual interested in representing their area.

In some areas there are not enough interested residents to form a group so we will work with individuals who are prepared to represent their community.

Tenants and Residents Association

Tenants and Residents Associations are accountable and representative to the area they represent. They act on behalf of their community in bringing about improvements to their neighbourhoods.

Platinum level of commitment

Very high level 12 hours every month

Board Member: ENEHL tenants and leaseholders

Four tenant board members sit on the ENEHL Board and they are responsible for managing the company.



Involvement Pool Membership Form

Please return to: Partnerships, East North East Homes Leeds,
FREEPOST RRJX-YRTK-TACE, Leeds LS7 3YY

Name: _____	
Address: _____	
_____	Postcode: _____
Email: _____	No contact: <input type="checkbox"/>
Phone (home): _____	Phone (mobile): _____

Bronze Option: Low level involvement	✓
Focus Groups	
Attending Tenants Association Meetings	
Estate walkabouts	
Neighbourhood Forums	
Online Internet focus group	
E&D focus group	
Informal meetings	
Leaseholder focus group	
Silver Option: Moderate involvement	✓
Resident Inspectors	
Mystery shopping	
Tenant Conference team	
Editorial Panel	
Gold Option: High level involvement	✓
Area Panels	
Community Champion	
Tenants and Resident Association	
Village Voice	
Platinum Option: Very High level involvement	✓
Board Member	



Involvement Pool
Produced by Communications and Information Team
East North East Homes Leeds
April 2009
Updated July 2009
Updated May 2010