

Briefing Note Summary for Residents

Housing Resident Involvement Strategy

- **What does the Council mean when calling people, “residents”?**
 - “Residents” referred to throughout means any tenants or leaseholders who pay their rent or service charges to the Council.
- **What does Resident Involvement mean?**
 - The residents communicating with the Council, to bring about positive changes for themselves and all residents in the Borough..
- **Why is it good for you to get involved with the Council?**
 - The Council will listen to what you say and attempt to resolve any problems that you might have. If for any reason the problems are difficult to resolve, then the Council will explain why and look for alternative things that may be available for Council to do to fix anything that you may talk to us about.
- **What is a strategy?**
 - By “strategy”, we mean that it is the way that we plan to engage with residents over a given period. In this case, we are proposing what we plan to do from 2021 to 2024.
- **What is in the strategy?**
 - The strategy document states
 - who the Council spoke to, to come up with the ideas of how residents can get involved?
 - how the Council gets people involved, currently.
 - suggestions as to how residents may get involved in the future
 - what Council services residents can currently get involved in
 - how residents may want to be involved for example face to face, on-line meetings or events
- **Why would you want to engage and get involved with the Council?**
 - To have a say in what the Council does
 - To voice your opinions to the Council with regards to anything that affects you and your home. For example, repairs, caretaking, your living conditions, your waste collection services, littering and anything else you want may to talk to the Council about.
- **Why are you being asked for your opinion?**
 - Because the Council wants residents to tell us how they want to get involved in the future and what things interest you most.

For these reasons, we would like you to share your opinions with us.